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02/12/2011

DAVID MARTIN
DISTRICT MANAGER
GATEWAY PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 4th congressional district.

Post Office Name:	ULMAN
Zip+4 Code:	65083-9998
EAS Level:	11
Finance Number:	288022
County:	Miller
Proposed Admin Office:	BRUMLEY
ADMIN Miles Away:	5.4
Near Office Name:	BRUMLEY
Near Miles Away:	5.4
Number of Customers:	
Post Office Box:	19
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	20
Intermediate RR:	107
Intermediate HCR:	13
City Delivery:	0
Total Customers:	159
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code:
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster retired on 03/03/2009.

declining postal needs in this community in addition to the vacant postmaster position. Other means of providing regular and effective service are available to the area. The office is heated with a space heater and there is no running water or restroom facilities.

DEBBIE WILSHUSEN
Manager, Post Office Operations

Approval to Study for Discontinuance:



Docket# 1365324

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: ULMAN State: MO Zip Code: 65083
Area: GREAT LAKES District: GATEWAY PFC
Congressional District: 4th County: Miller
EAS Grade: 11 Finance Number: 288022
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Sue Wandersee
Title: GATEWAY PFC Post Office Review Coordinator
Tele No: (314) 436-3545

Date: 04/07/2011
Fax No: (651) 365-9708



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: ULMAN State: MO Zip Code: 65083
Area: GREAT LAKES District: GATEWAY PFC
Congressional District: 4th County: Miller
EAS Grade: 11 Finance Number: 288022
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

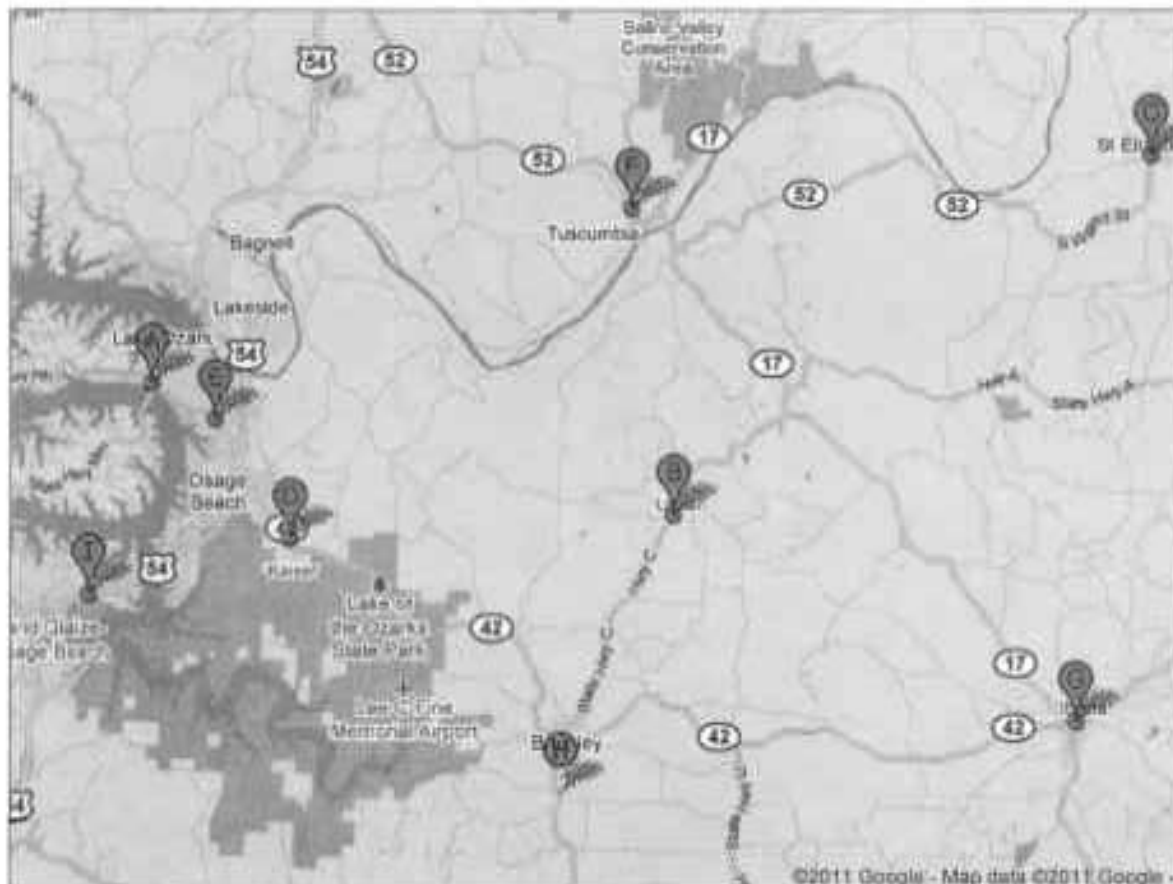
Prepared by: Sue Wandersee
Title: GATEWAY PFC Post Office Review Coordinator
Tele No: (314) 436-3645

Date: 04/07/2011
Fax No: (651) 365-9708

Google maps post office

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- | | |
|--|--|
| <p>A. US Post Office
2111 Bagnell Dam Boulevard, Lake Ozark, MO - (573) 365-3344
1 review</p> | <p>B. US Post Office
357 Highway C, MO - (573) 369-2821</p> |
| <p>C. US Post Office
140 South Walnut Street, St. Elizabeth, MO - (573) 493-2343
1 review</p> | <p>D. US Post Office
405 Missouri 42, MO - (573) 348-3924
1 review</p> |
| <p>E. The UPS Store
3251 Bagnell Dam Boulevard, Lake Ozark, MO - (573) 365-6991</p> | <p>F. US Post Office
1972 Missouri 52, Tuscumbia, MO - (573) 369-2309</p> |
| <p>G. US Post Office
836 Missouri 42, Iberia, MO - (573) 793-2713</p> | <p>H. US Post Office
4909 Highway C, Brumley, MO - (573) 369-2733</p> |
| <p>I. US Post Office
5545 Highway 54, Osage Beach, MO - (573) 348-2915
1 review</p> | <p>J. US Post Office
4000 State Road East, MO - (573) 346-7960
1 review</p> |





Eviction Notice

A. Office

Name: ULMAN State: MO Zip Code: 65083
Area: GREAT LAKES District: GATEWAY PFC
Congressional District: 4th County: Miller
EAS Grade: 11 Finance Number: 288022
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Sue Wandersee
Title: GATEWAY PFC Post Office Review Coordinator
Tele No: (314) 436-3645

Date: 04/07/2011
Fax No: (651) 365-9708



Building Inspection Report

A. Office

Name: ULMAN State: MO Zip Code: 65083
Area: GREAT LAKES District: GATEWAY PFC
Congressional District: 4th County: Miller
EAS Grade: 11 Finance Number: 288022
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO: ☐

• There was no building inspection report nor photos for this office

Prepared by: Sue Wandersee
Title: GATEWAY PFC Post Office Review Coordinator
Tele No: (314) 436-3646

Date: 04/07/2011
Fax No: (651) 365-9708



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PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code ULMAN, MO 65083		Postmaster's Signature R45200	Date 02/15/2011
District Office, State & Zip Code GATEWAY PFC, MO 63155		District Manager's Signature KZNJ08	Date 02/15/2011
(Check Box)		See Instructions on Reverse	
<input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR			
1.	Current Office Level		11
2.	Finance Number	(1-6)	288022
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	19
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	107
8.	Administrative Responsibility from Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	20
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	13
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" if yes, "N" for no) (if you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(66)	N

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: ULMAN
 Office Zip+4: 65083-9998 District: GATEWAY PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	<u>19</u>	X 1.0	=	<u>19</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>107</u>	X 0.7	=	<u>75</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>20</u>	X 1.0	=	<u>20</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>13</u>	X 0.7	=	<u>9</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>123</u>

Revenue WSCs

First	25 revenue units: 1.00	X <u>25</u> units	=	<u>25.00</u>
Next	275 revenue units: 0.50	X <u>0</u> units	=	<u>0.00</u>
Next	700 revenue units: 0.25	X <u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units: 0.10	X <u>0</u> units	=	<u>0.00</u>
	Balance of revenue units: 0.01	X <u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:				<u>25.00</u>

Activity WSCs 123 + Revenue WSCs = 25.00 Base WSCs 148.00 = EAS Grade 11

Previous evaluation: EAS grade 11

Effective date of change in service hours: _____ (if appropriate)
 (when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

SUE WANDERSEE

SUE.M.WANDERSEE@USPS.GOV

Printed Name

Signature

GATEWAY PFC District Review Coordinator

02/12/2011

Title

Date



02/15/2011

OIC/POSTMASTER

SUBJECT: ULMAN Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to ULMAN customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the ULMAN Post Office for a 2-week period. The surveys should begin 02/19/2011 and end on 03/04/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 03/05/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact SUE WANDERSEE, Post Office Review Coordinator, at (314) 436-3645.

SUE WANDERSEE

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1385324

Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1385324

Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1385324

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4 ULMAN 65083 - 9998
Dates Recorded 02/19/2011 through 03/04/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/19	187	120	1	108	1	3	14	0
Sun - 02/20	0	0	0	0	0	0	0	0
Mon - 02/21	0	0	0	0	0	0	0	0
Tue - 02/22	260	489	5	256	4	14	52	7
Wed - 02/23	221	62	3	22	0	6	11	0
Thu - 02/24	188	161	13	18	2	6	32	5
Fri - 02/25	216	99	5	11	1	5	30	3
Sat - 02/26	236	155	7	87	2	4	250	6
Sun - 02/27	0	0	0	0	0	0	0	0
Mon - 02/28	207	227	11	88	2	9	19	3
Tue - 03/01	117	117	3	25	4	1	28	4
Wed - 03/02	138	134	10	22	1	4	28	0
Thu - 03/03	301	58	8	44	2	3	38	2
Fri - 03/04	225	73	10	51	1	6	48	1
TOTALS	2,296	1,685	76	730	20	61	550	31
Daily Average	208.7	153.2	6.9	66.4	1.8	5.5	50.0	2.8

Signature of Person Making Count: DEBBIE WILSHUSEN
Printed Name: DEBBIE WILSHUSEN
Date: 03/10/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4: ULMAN 65083 - 9998
Dates Recorded: 02/19/2011 through 03/04/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/19	6	0	0	0	0	0	0	0
Sun - 02/20	0	0	0	0	0	0	0	0
Mon - 02/21	0	0	0	0	0	0	0	0
Tue - 02/22	59	4	1	6	1	0	2	0
Wed - 02/23	34	0	0	0	3	0	0	0
Thu - 02/24	50	0	1	0	0	0	0	0
Fri - 02/25	34	0	1	2	0	0	0	0
Sat - 02/26	22	0	1	2	0	0	0	0
Sun - 02/27	0	0	0	0	0	0	0	0
Mon - 02/28	43	0	0	0	1	0	0	0
Tue - 03/01	102	0	0	0	0	0	1	1
Wed - 03/02	41	0	0	0	1	0	2	2
Thu - 03/03	28	0	0	4	7	4	1	0
Fri - 03/04	39	0	0	0	0	0	0	0
TOTALS	458	4	4	14	13	4	6	3
Daily Average	41.6	0.4	0.4	1.3	1.2	0.4	0.5	0.3

Signature of Person Making Count: DEBBIE WILSHUSEN
Printed Name: DEBBIE WILSHUSEN
Date: 03/10/11



02/25/2011

OIC/POSTMASTER

SUBJECT: ULMAN Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the ULMAN Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the ULMAN Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to SUE WANDERSEE by 03/11/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>19</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>20</u>
Intermediate RR	<u>107</u>
Intermediate HCR	<u>13</u>
City Delivery	<u>0</u>
Total Customers	<u>159</u>

If you have any comments on alternate means of providing services to the ULMAN customers, please provide them below:

Rural delivery service is provided in the area from the Brumley and Tuscombia Post Offices.

A handwritten signature in cursive script that reads "Sue Wandersee".

SUE WANDERSEE
Post Office Review Coordinator

Comments:

Business serviced by Ulman Post Office: Kennels, Farms, Recycling Center, Paint, Mary Kay Agent, Greenway Financial, Marina, Chopper Shopper Co., Circle Bar E Inc., Circle of the Red Road, Power Washing, Concrete Construction, Excavating, Manufacturing, Lawn Care, Hauling, Septic, Churches, and Uncle Ron's Garage



02/14/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the ULMAN Post Office, 65083 - 9998, located in Miller County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

SUE WANDERSEE
Post Office Review Coordinator
GATEWAY PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

Post Office Survey Sheet

Post Office Name ULMAN ZIP+4 65083-9998
Congressional District 4th Date 03/10/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

No water, no restroom, very poor heating system.

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? Renewal Option: \$2700

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

No

5. List potential CPO sites.

None

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

n/a

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

Postmaster Relief (PMR) - noncareer

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

HCR Bramley, MO - 06-55 No collection box retained No locked pouch

How Post Office boxes are installed? 40

How Post Office boxes are used? 19

What are the window service hours? 7:30 a.m. to 11:30 a.m. and 12:00 p.m. to 3:45 p.m. M-F

7:30 a.m. to 9:15 a.m. S

What are the lobby hours? 7:30 a.m. to 4:00 p.m. M-F

7:30 a.m. to 3:30 p.m. S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

No

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? <u>small space heater, refrigerator</u>
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. <u>Possibly onsite.</u>
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? <u>Unknown</u>
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? <u>431</u></p> <p>b. Will this change result in the route being overburdened? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route? <u>n/a</u></p> <p>c. How many boxes and miles will be added to the route? <u>0, box 0 Miles</u></p> <p>d. What would be the additional annual expense if the route is increased? <u>2124</u></p> <p>e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? <u>0</u></p> <p>f. At what time of the day does the carrier begin delivery to the community? <u>noon</u></p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? <u>0</u></p>
14.	<p>Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less</p> <p>_____</p>

Post Office Survey Sheet

Post Office Name	ULMAN	ZIP+4	65083-9998
Congressional District	4th	Date	03/10/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.
No water, no restroom, very poor heating system.
2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No
3. Lease terms? 30-day cancellation clause? Renewal Option; \$2700
4. Are suitable alternate quarters available for an independent Post Office? If so, where?
No
5. List potential CPO sites.
None
6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No
 If yes, please identify them by name and address.
n/a
7. Which career and noncareer employees will be affected and what accommodations will be made for them?
Postmaster Relief (PMR) - noncareer
8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?
HCR Brumley, MO - 06:55 No collection box retained No locked pouch

How Post Office boxes are installed?	<u>40</u>
How Post Office boxes are used?	<u>19</u>
What are the window service hours?	<u>7:30 a.m. to 11:30 a.m. and 12:00 p.m. to 3:45 p.m. M-F</u>
	<u>7:30 a.m. to 9:15 a.m. S</u>
What are the lobby hours?	<u>7:30 a.m. to 4:00 p.m. M-F</u>
	<u>7:30 a.m. to 3:30 p.m. S</u>
9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
No

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? <u>small space heater, refrigerator</u>
11.	List potential CBU/parcel locker sites and distances from present Post Office site. <u>Possibly onsite.</u>
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? <u>Unknown</u>
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? <u>431</u></p> <p>b. Will this change result in the route being overburdened? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route? <u>N/A</u></p> <p>c. How many boxes and miles will be added to the route? <u>0, box 0 Miles</u></p> <p>d. What would be the additional annual expense if the route is increased? <u>2124</u></p> <p>e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? <u>0</u></p> <p>f. At what time of the day does the carrier begin delivery to the community? <u>noon</u></p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? <u>0</u></p>
14.	<p>Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less</p> <p>_____</p>

Community Survey Sheet

Community Survey Sheet

Post Office Name	<u>ULMAN</u>	ZIP+4	<u>65083-9998</u>
Congressional District	<u>4th</u>	Date	<u>03/10/2011</u>

1. Incorporated? ☐ Yes ☒ No

Local government provided by: Miller County

Police protection provided by: Miller County Sheriff's Department

Fire protection provided by: Bramley Volunteer Fire District

School location: None

2. What population growth is expected? (Please document your source)

Post Office Name: Ulman, MO ZIP Code: 65083 Total Population: 2010 472 2010 178 2015 471 2015 178
Projected Annual Household Growth Rate: 0.00% ZIP Code Demographic

3. What residential, commercial, or business growth is expected? (Please document your source)

None

History. (Are there any special historical events related to the community?)

4. Are there any special community events to consider?
Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
(Check with the field real estate office when verification is needed.)

None

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

Commuters and retirees

6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center, Do employees of the office offer assistance to senior citizens and handicapped)?
What provisions can be made for these services if the Post Office is discontinued?

None Handicapped window is blocked and not functional.

Rural Route Cost Analysis Form

Docket: 1385324 - 85083

Item Nbr: 17

Page Nbr: 2

Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: ULMAN
Office Zip+4: 65083-9998 District: GATEWAY PFC

- | | | | | |
|----|---|-----------------|--|-----------------|
| 1. | Enter the number of additional boxes to be added to the rural route | <u>19</u> | | |
| 2. | Enter the number of additional miles to be added to the route | <u>0.00</u> | | |
| | Enter the volume factor | <u>1.77</u> | | |
| | | | Total (additional boxes x volume factor) | <u>33.63</u> |
| 3. | Enter the number of additional boxes to be added to the rural route | <u>19</u> | | |
| | Centralized boxes | <u>0.00</u> | x 1.00 Min | <u>0.00</u> |
| | Regular L route boxes | <u>0.00</u> | x 1.82 Min | <u>0.00</u> |
| | Regular Non-L route boxes | <u>19.00</u> | x 2.00 Min | <u>38.00</u> |
| | | | Total additional box allowance | <u>38.00</u> |
| 4. | Enter the number of additional daily miles to be added to the rural route | <u>0.00</u> | x 12 Mileage Standard | <u>0.00</u> |
| | | | Total additional minutes per week (miles carried to two decimal places) | <u>71.63</u> |
| 5. | Total additional annual minutes (additional minutes per week year) | <u>71.63</u> | x 52 Weeks | <u>3,724.76</u> |
| 6. | Total additional annual hours (additional annual minutes/ 60 minutes per hour) | <u>3,724.76</u> | / 60 Minutes | <u>62.08</u> |
| 7. | Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated) | <u>34.21</u> | | |
| | | | Total Annual Cost (additional annual hours x rural cost per hour) | <u>2,123.73</u> |
| 8. | Enter lock pouch allowance (if applicable) | | | <u>0.00</u> |
| | | | Total annual cost for alternate service (annual cost minus lock pouch allowance) | <u>2,123.73</u> |

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 03/10/2011																								
2. Post Office Name ULMAN		3. State and ZIP + 4 Code MO. 65003-6998																										
4. District, Customer Service GATEWAY PFC	5. Area, Customer Service GREAT LAKES	6. County Miller	7. Congressional District 4th																									
8. Reason for Proposal to Discontinue Declining postal needs in this community in addition to the vacant postmaster position. The office is heated with a space heater and there is no running water or restroom facilities.		9. PO Emergency Suspend Reason and Date No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 03/03/2009 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11 d. No. of Clerks- 0 No. of Clerks- 0 No. of Non-Career- 0 e. No. of Others- 0 No. of Clerks- 0 No. of Non-Career- 1		a. Time M-F 07:30 - 11:30, 12:00 - 15:45 Sat 07:30 - 09:15 b. Lobby Time M-F 7:30 a.m. to 4:00 p.m. Sat 7:30 a.m. to 3:30 p.m. Total Window Hours Per Week 40.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 19 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Sec. 20 f. Total 39 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 8.91		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>361</td> <td>42</td> </tr> <tr> <td>b. Newspaper</td> <td>73</td> <td>1</td> </tr> <tr> <td>c. Parcel</td> <td>7</td> <td>1</td> </tr> <tr> <td>d. Other</td> <td>52</td> <td>0</td> </tr> <tr> <td>e. Total</td> <td>493</td> <td>44</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	361	42	b. Newspaper	73	1	c. Parcel	7	1	d. Other	52	0	e. Total	493	44	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
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g. No. of Permits		0																										
Finances & FY		Receipts 2008 \$ 15,754 2009 \$ 15,505 2010 \$ 9,538																										
		In EAS Step 1 PM Basic Salary (no Cost) \$ 42,480 c. PM Fringe Benefits (31.5% of b.) \$ 14,231																										
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased at Leased: Expiration Date 03/09/2011 Annual Lease \$ 2700 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain Lease being researched																												
17. Schools, Churches and Organization in Service Area: No. 0		19. Administrative/Emancipating Office (Proposed)																										
		Name BRUMLEY PO EAS Level 13 Miles Away 5.4 Window Service Hours M-F 7:30 a.m. to 12:00 p.m. and 12:30 to 3:45 p.m. SAT 7:30 a.m. to 9:15 Lobby Hours M-F 7:30 a.m. to 12:00 and 12:30 p.m. to 3:45 p.m. SAT 7:30 a.m. to 10:00 PO Boxes Available 45																										
18. Businesses in Service Area: No. 0		20. Nearest Post Office (if different from above)																										
		Name BRUMLEY PO EAS Level 13 Miles Away 5.4 Window Service Hours M-F 7:30 a.m. to 12:00 p.m. and 12:30 to 3:45 p.m. SAT 07:30 09:15 Lobby Hours M-F 7:30 a.m. to 12:00 and 12:30 p.m. to 3:45 p.m. SAT 7:30 a.m. to 10:00 PO Boxes Available 45																										
21. Prepared by																												
PERSON Name and Title SUE WANDERSEE PO Insurance/Insurance Coordinator Name SUE WANDERSEE		Signature SUE WANDERSEE Location SAINT LOUIS, MO																										
Telephone No. AC () (314) 436-3645		Telephone No. AC () (314) 436-3645																										



A. Office

Name: ULMAN State: MO Zip Code: 65083
Area: GREAT LAKES District: GATEWAY PFC
Congressional District: 4th County: Miller
EAS Grade: 11 Finance Number: 288022
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Sue Wandersee
Title: GATEWAY PFC Post Office Review Coordinator
Tele No: (314) 436-3645

Date: 04/07/2011
Fax No: (551)
365-9708



03/11/11

OIC/POSTMASTER

SUBJECT: ULMAN Post Office

Enclosed are questionnaires addressed to customers of the ULMAN Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/27/11 for further review.

Sue Wandersee
Post Office Review Coordinator
Enclosures



03/11/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the ULMAN Post Office retired on 03/03/2009. The Office is being studied for possible closing or consolidation for the following reasons: declining postal needs in this community in addition to the vacant postmaster position. The office is heated with a space heater and there is no running water or restroom facilities.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by highway contract route service emanating from the BRUMLEY PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the BRUMLEY PO, located 5.4 miles away. Hours of service at this office are 7:30 a.m. to 12:00 p.m. and 12:30 to 3:45 p.m., Monday through Friday, and 7:30 a.m. to 9:15 a.m. on Saturday. Post Office box service is available at this location at the same fees.

As always, you are welcome to continue using any neighboring facility that is convenient for you. Many customers in your community are already serviced by carriers in the area and this service will continue.

I invite you to think about a possible change to highway contract route service. Please return the enclosed questionnaire by 03/23/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the the Ulman Post Office on 03/23/2011 from 10:00 a.m. to 11:00 a.m. to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Sue Wandersee at (314) 436-3645.

Thank you for your assistance.

Sincerely,

DEBBIE WILSHUSEN
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate)

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.

3. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/11/2011

Dear Postal Service Customer:

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As always, you are welcome to continue using any neighboring facility that is convenient for you. Many customers in your community are already serviced by carriers in the area and this service will continue.

I invite you to think about a possible change to highway contract route service. Please return the enclosed questionnaire by 03/23/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the the Uman Post Office on 03/23/2011 from 10:00 a.m. to 11:00 a.m. to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Sue Wandersee at (314) 436-3645.

Thank you for your assistance.

Sincerely,

DEBBIE WILSHUSEN
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-6900

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate)



POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier.

Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

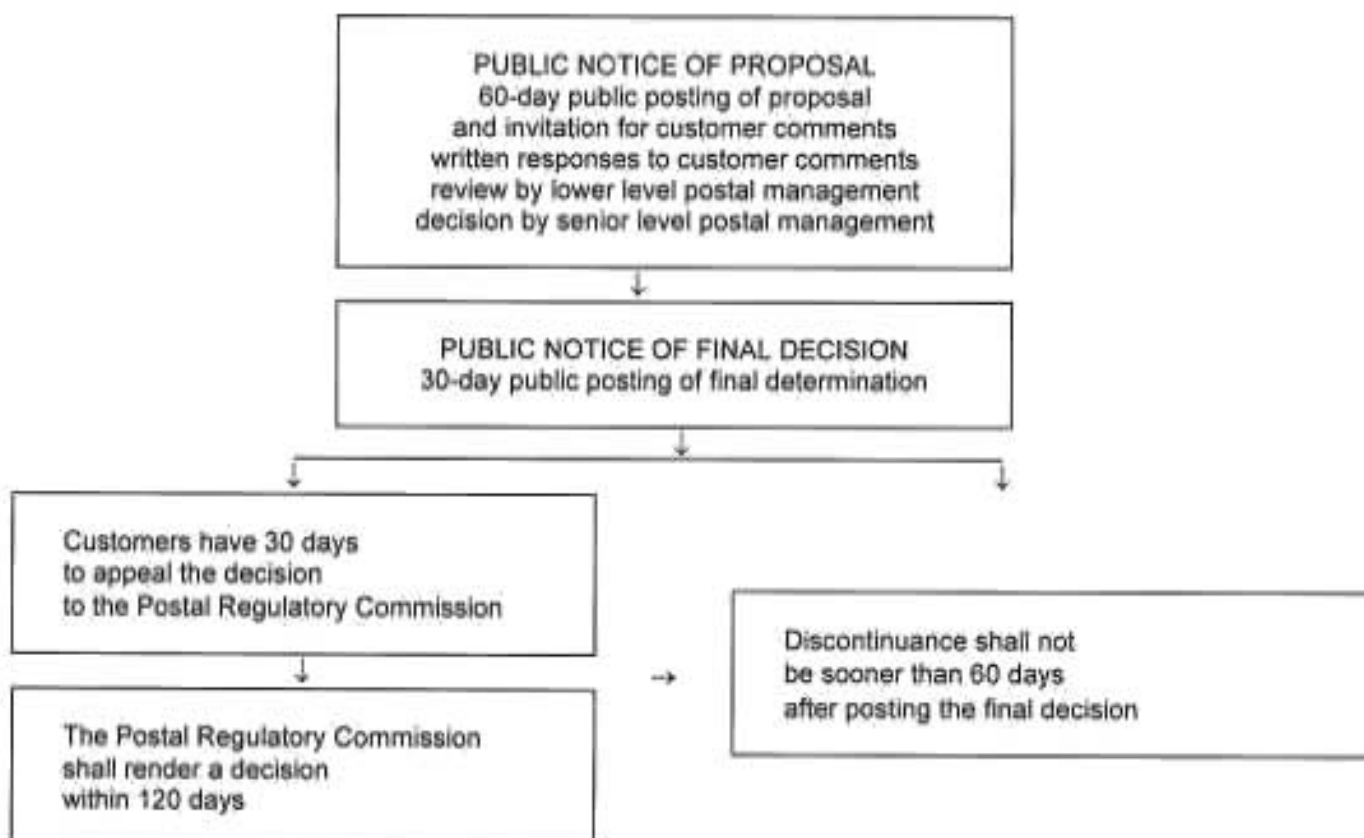
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☐ Shopping ELDON
- ☐ Personal needs ELDON
- ☐ Banking TUSCUMBIA
- ☐ Employment TUSCUMBIA
- ☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

CHRIS PATTERSON

Address:

34 MORNING GLORY LOOP ULMAN, MO 65083

Telephone:

573-369-2787

Date:

3-26-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

CHRIS PATTERSON

34 MORNING GLORY LOOP
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Other Postal Services

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- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Bramley P.O.

3/30/11

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Durward + Janet Rodgers

Address: 38 Jackson Cemetery Rd Ulman

Telephone: 573-369-2880

Date: 3-23-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

DURWARD AND JANET RODGERS

38 JACKSON CEMETERY RD
ULMAN, MO 65083

Dear Postal Service Customer.

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO ?
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input type="checkbox"/> NO ?

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
--	------------------------------	--

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Lake Ozark



Personal needs



Banking

Columbia



Employment

Columbia



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Buster & Myra McGowan

Address:

P.O. Box 398 Ulman 65083

Telephone:

573-369-2513

Date:

3-12-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

BUSTER AND MYNA MC GOWIN

PO BOX 398

ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) *when needed* ☐ YES ☐ NO
- b. Using for school bus stop *Has been used for that* ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. *sometimes* ☐ YES ☐ NO

If yes, please explain:

A lot of our Population have gotten older

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Guernsey Island and Eldon are within 20 miles. but I am 92 and do not drive anymore. All my life I've been used to a P.O. near and during the WW II I kept by at the P.O. to be sure I got my mail when it arrived. This P.O. at Uman has been here since 1857 and since that time the area has added many members, so in that time every business 920041 - Atkinson etc have closed - don't take our P.O. 3/30/11

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No *There are none*

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Mrs Jesse Doudy

Address:

407 Hwy C

Telephone:

573-369-2788

Date:

3/20/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Where will we get
our mail if this PO
is closed? I do not
want my yardline
address to be Bumbled.

I have had a
ulman address for
since 1982. And,
like my phone, I
get calls from all over
the states and Canada
so I don't want a
change now.



M.S.C.

3/30/16



04/07/2011

JESSE DOURLY

407 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: CLIFF RIDENOUR

Address: 131 SAND ROCK RD

Telephone: 573-569-0567

Date: 3-20-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

CLIFF RIDENHOUR

131 SANDROCK RD
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Brumby - Kaiser

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Maria Kain

Address: 128 Hawken Cemetery Rd - Ullman, MO 65083

Telephone: 573-480-4487

Date: Mar 22 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

If the carrier has to perform all the other services plus delivering mail, I am sure the word "service" may have to be dropped. And I don't want to have to change my address to Brumley



04/07/2011

MARIA KAIN

128 HAWKEU CEMETARY RD
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
- You expressed a concern about a change in address. Customers will be assigned a 911 address. If you are already using your 911 assigned address, there will be no change in your delivery. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

No daily

3/20/11

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Alfred Garrison

Address:

64 Keyes School Rd

Telephone:

573-369-2944

Date:

3/22/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I Get a Lot of Large Packages
and need a Local Post Office,



04/07/2011

ALFRED GARRISON

64 KEYES SCHOOL RD
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

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Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels - <i>Sometimes</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders <i>When I need -</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

It is a good place to post and view what is going on in our area. -

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Peggy D. Myers

Address:

373 Hwy-C, Ullman, Mo. 65083

Telephone:

573-369-2411

Date:

March 20, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

PEGGY D. MYERS

373 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Osage Beach, Iberia, Jefferson City

☒ Personal needs " " "

☒ Banking Osage Beach

☐ Employment

☒ Social needs South C.

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Douglas + Christi Spriggs

Address: 481 Hwy C Ulman, MO 65083

Telephone: 573-369-2458

Date: March 22, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

DOUGLAS AND CHRISTII SPRIGGS

481 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain.

Sometimes

3/30/11

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☒ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Jason + Morgan Keeth

Address:

P.O. Box 416 Uman mo 65083

Telephone:

573-369-2181

Date:

3/22/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

JASON AND MORGAN KEETH

PO BOX 416

ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Reselling/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

as to the bank

when going shopping

3/30/11

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Frank & Melba D. Dillig

Address:

312 Hwy C Union, MO 65083

Telephone:

573-369-2581

Date:

3-22-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

FRANK AND MELVA D DILLEY

312 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:

☒ YES ☐ NO
SHOPPING BANKING

RECEIVED
 3/24/11

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

OSAGE BEACH, ELDON



Personal needs



Banking

OSAGE BEACH



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

DONALD D. DARTERSON

Address:

PO BOX 363, ULMAN, 65083

Telephone:

573-369-2884

Date:

3-23-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

DONALD D. PATTERSON

PO BOX 363

ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

We pick up parcels that don't fit in mail box at least several times

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

I do not have the house to go into "town" more than two or three times a week. ULMAN is easy to get to and very convenient for me and my husband. We get packages weekly and having to go somewhere else would be frustrating + waste gas. The mail truck goes by ULMAN already - Keep the ULMAN P.O. OPEN!

RECEIVED
3/17/11

9 weeks

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

Mail isn't mixed up & delivered to wrong P.O. Box or business/home mail box like it is in Lake Ozark.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒

Shopping

Kansas City, Columbia, Osage Beach, Jeff City

☒

Personal needs

Eldon, Osage Beach, Kansas City, Uman

☒

Banking

Osage Beach & Lake Ozark

☐

Employment

retired

☒

Social needs

Uman area, Osage Beach, Lake Ozark, Kansas City

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Rebecca S. Malcolm

Address:

PO Box 368

Telephone:

573-369-2944

Date:

3/15/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We just moved here. Having to change addresses again (P.O. box) would be a lot of work, which is a YAK paper. I don't like. Cut Saturday service, but keep my local P.O. Box. Buernaley is NOT my local area & a 15-20 minute drive from where we live, depending on weather & farm traffic.



04/07/2011

REBECCA S. MALCOEM

PO BOX 368

ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
- You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

RECEIVED
3/21/11

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒

Shopping

☒

Personal needs

☒

Banking

☒

Employment

☒

Social needs

5. Do you currently use local businesses in the community?

☒

Yes

☐

No

If yes, would you continue to use them if the Post Office is discontinued?

☒

Yes

☒

No

Name:

Marty Paisley Lake Area Concrete Construction, LLC

Address:

63 CountySide Rd. Vhman, MO 65083

Telephone:

573-375-0573

Date:

3-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

RECEIVED
3/17/11

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

☐

Personal needs

☐

Banking

☐

Employment

☐

Social needs

We live in a rural community.
We have to go to Osage Beach,
Eldon or Ibena for stores.
That is a hassle. No Post
Office will be a bigger hassle!

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Celina Earlywine

Address:

63 County Side Rd Ulman MO 65083

Telephone:

573-723-2770

Date:

3/15/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

3/15/11

If our post office is closed, it will be a HUGE inconvenience for me, personally, and for our business.

Most days, our carrier does not deliver mail until 11am - most days it is later.

With a business to run, we are up at 5:30am most days. Being able to pick up our mail by 8am at the post office is much more convenient and beneficial for the effective running of our business.

Personally, if the Uman, MO, post office is closed, I will cancel my PO Box and request a refund for the time remaining. I WILL NOT keep a PO Box at the Brumley, MO, Post Office as it would not only be an inconvenience for me but an aggravation.

Sincerely,
Celina Earlywine
Lake Area Concrete Const.
(573) 723-2770

RECEIVED
3/17/11



04/07/2011

CELINA EARLYWINE AND MARTY PAISLEY

63 COUNTY SIDE RD
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Brunley MD

RECEIVED
3/21/11

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

CINDY RBAX

Address:

PO BOX 386 Uman MO 65023

Telephone:

369-2715

Date:

3-17-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

C. BAX

PO BOX 386
, 60583

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Brumley & Osage Beach Post offices

RECEIVED
3/23/11

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☐ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Janita Johnson

Address: PO Box 414 Ulman, Mo. 65083

Telephone: 8573-369-2704

Date: 3-21-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/07/2011

JENITA JOHNSON

PO BOX 414
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ULMAN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ULMAN Post Office should be pursued, a formal proposal will be posted in the ULMAN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the ULMAN Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, ect. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

4/18/11

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No ?

Name:

Paul G. Heiton

Address:

P.O. Box 402 Ullman, MO 65083

Telephone:

573-369-2351

Date:

04/15/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/18/2011

PAUL G. HELTON

PO BOX 402
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the **Ulman Post Office**. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Ulman Post Office should be pursued, a formal proposal will be posted in the Brumley Post Office and Ulman Post Office at a later date. If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Debbie Wilshusen".

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Most of the people in Uman pass thru Brumby or Tusculumbia 2 to 3 times a week - sufficient for me to do my "mailing" & incoming letters also.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Save money (P.O. = Brake)
Save gas & emissions
Elderly people who don't drive, are more apt to be affected.
Most Pressure on low income folks

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Evelyn J. McGowan

Name of Postal Customer

Evelyn J. McGowan

Signature of Postal Customer

675 Hwy C

Mailing Address

Uman, Mo 65083

City, State, and ZIP Code

5-2-2011

Date

5/6/11



05/26/2011

EVELYN MCGOWIN

675 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We will have to drive farther & use more gas.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

There are people in this community that don't drive; but they can walk to the Post Office.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I understand that you need to reduce cost. I would rather see Saturday delivery stopped.

Douglas Spriggs

Name of Postal Customer

Doug Spriggs

Signature of Postal Customer

481 Hwy C

Mailing Address

Ulman, MO 65083

City, State, and ZIP Code

May 14, 2011

Date

5/19/11

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We use the Ulman post office on a regular basis. With the price of gas these days it would not be cost effective for us to drive to another town to mail out bills or buy stamps. Local postal service is more personal, thus we get good service that is reliable and fast.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The Ulman Post office is the only business that the town of Ulman has. It provides much needed jobs for our community and gives everyone in the area a sense of oneness.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Christi Spriggs

Name of Postal Customer

Christi Spriggs

Signature of Postal Customer

481 Hwy C

Mailing Address

Ulman, MO 65083

City, State, and ZIP Code

May 14, 2011

Date

5/14/11



05/26/2011

DOUGLAS AND CHRISTI SPRIGGS

481 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilson".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This will Effect How I Get
My Large Package, Mail/Person
Will not Leave Package at Box.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It will make it hard for some people
To get there Mail.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Alfred Garrison

Name of Postal Customer

Alfred Garrison

Signature of Postal Customer

64 Keyes School Rd

Mailing Address

Ulman MO 65083

City, State, and ZIP Code

5/14/11

Date



05/26/2011

ALFRED GARRISON
64 KEYSE SCHOOL RD
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the post office or request redelivery online or by calling 1-800-ASK-USPS.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Even tho our PO is small, it is very important to our community

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Closing the PO would disrupt our care of mail deliveries as we have a PO Box not home delivery

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Just because it is a small PO is no reason to think it is not an important service for us

Burt Salas

AS882

Name of Postal Customer

Signature of Postal Customer

PO Box 393

Mailing Address

Ulmans MO 65083

5-1-2011

City, State, and ZIP Code

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Small towns need the same
service as large ones

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Keep it open! Traveling to
the next town to get mail
will be hard for me.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Plz keep it open - small
does not matter - it's still

Ray Selasson

IMPORTANT



Name of Postal Customer

Signature of Postal Customer

PO Box 393

Mailing Address

Ulman MO 65083

City, State, and ZIP Code

5/1/11

Date



05/26/2011

RAY AND BUFF SALASSA

PO BOX 393
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Customers may choose to be assigned a carrier route address. The new address will continue to use the community name. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

THIS PROPOSAL WOULD IN EFFECT ELIMINATE
ULMAN FROM EXISTANCE, WHICH HAS BEEN HERE
FOR 140 YRS.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Cut SATURDAY SERVICE.
CLOSE EVERY POST OFFICE 5:30 PM Friday -
OPEN 5:30 AM Monday with an eight hr
work day.



Mr. Donald D. Patterson
P.O. Box 363
Ulman, MO 65083

Donald D. Patterson
Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

5-3-11
Date



05/26/2011

DONALD PATTERSON

PO BOX 363
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Donald Patterson".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

There are too many things in this world that have gone away with & I think that the post office is the one main link we have to the past, present & future.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

When you get older, sometimes the mail man is something to look forward to, we also give them scagies from the garden which they look forward to also.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Sometimes some things are better left alone. I know for a fact that our little post office makes more money for the government than you want to believe. Please in God's name, leave it alone. May God bless all of you.

Name of Postal Customer

FRANK E. DILLEY

Signature of Postal Customer

Frank E. Dilley

Mailing Address

ULMAN, MO 65083 (312 HWY C)

City, State, and ZIP Code

5-3-11

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
It would be unhandy for us if you closed our Post office some times you need sent of stamps then you would have to drive six miles to the closest Post office and gas is so high it would be unhandy for us.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
It would be awful hard on some of the older people when their family's are at work and they have to wait on them to take there several miles to a Post office.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
I would rather not to have mail on Saturday than to close the Post office

Melva D. Dilley

Name of Postal Customer

Melva D. Dilley

Signature of Postal Customer

312 Hwy C

Mailing Address

ULMAN, MO 65083

City, State, and ZIP Code

5-3-11

Date



05/26/2011

FRANK AND MELVA DILLEY

312 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Having to go farther to mail packages or pick up registered letters or things that don't fit in the box will be a real hassle.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Many people use the post office every day. Some may not even drive. Closing the post office will have a real negative effect on the community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

With high gas prices - I feel we need our local post office.

JANICE P Humphreys

Name of Postal Customer

Janice P. Humphreys

Signature of Postal Customer

109 Redbird Lane

Mailing Address

ULMAN Mo 65083

City, State, and ZIP Code

5-20-11

Date



05/26/2011

JANICE HUMPHREYS

109 REDBIRD LANE
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the post office or request redelivery online or by calling 1-800-ASK-USPS.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Daniel Wilson".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I can't get help with my mail I am handicapped and they put my mail in a box very unhappy with unlimited resources.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

the local carrier that came up with 10-12 help stamps many many orders

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

delivery services with packages about 4000 drop off to series if they put it away it will cause a impact on your country

Mike Callahan

Name of Postal Customer

Mike Callahan

Signature of Postal Customer

Mailing Address

P.O. Box 394 ULMAN MO

City, State, and ZIP Code

5-7-11

Date



05/26/2011

MIKE PARLSON

PO BOX 394
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. *I would like to see the Post Office stay open. We have rec'd mail from it for 60 years. I am 82 years of age and I want to see it continue.*
Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. *The Post Office holds us together as a community.*
Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. *Most of us receive mail by noon. When you are 82 + legally blind, that means a lot!*
Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Helen Edwards

Signature of Postal Customer

Mailing Address

220 Howell Loop

City, State, and ZIP Code

Ulm, MO 65083

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The farther you are from a Service
The less Effect it is

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

When you lose something you
lose it and can't gain it back

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

You spend Billions in Iraq
why can't you spend some
near home Education
Name of Postal Customer Gene Edwards Signature of Postal Customer Gene Edwards

Mailing Address

City, State, and ZIP Code

Date

2011



05/26/2011

GENE AND HELEN EDWARDS

220 HOWELL LOOP
ULMAN, MO 65083

Dear Postal Service Customer,

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
- You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We need our local Post office!
we need to be able to purchase stamps
& other items as we need them; we
need the personal assistance our
Postmaster gives.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our community is small & anything
taken away would be a detriment

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Our Country was started by small
communities - we do not need these
taken from us

Myna McGowan

Name of Postal Customer

Myna McGowan

Signature of Postal Customer

P.O. Box 398

Mailing Address

Ulman Mo 65083

City, State, and ZIP Code

5-1-11

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
WE WOULD HAVE A PERSONAL LOSS OF POSTAL SERVICE THAT ALL OF PEOPLE NEED & DESERVE. WE FEEL LIKE WE SHOULD HAVE SAME SERVICE AS EVERYONE ELSE -
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
WE HAVE TWO THINGS THAT OUR COMMUNITY REVOLVES AROUND - OUR COMMUNITY CENTER AND OUR POST OFFICE - WE CAN NOT AFFORD THE LOSS OF OUR POST OFFICE
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
THIS IS ABOUT SERVICE NOT SACRIFICE

BUSTER MCGOWIN

Name of Postal Customer

Buster McGowin

Signature of Postal Customer

P.O. BOX 398

Mailing Address

ULMAN, MO. 65083

City, State, and ZIP Code

5-1-11

Date



05/26/2011

BUSTER AND MYNA MCGOWIN

PO BOX 398
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Daniel W. Johnson".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We would lose the convenience of purchasing postage, having my mail held and picking it up before the carrier leaves for the route

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

the monetary effects on the income of the post office, the loss of jobs, the loss of income for the building itself, and there are so many older people in our area that rely on the closeness on the Post office

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Anytime we have issues with the wrong mail being delivered, the convenience of going right to the post office in town would no longer be available

Sheldon McCarwin

Name of Postal Customer



Signature of Postal Customer

69 Sherry JJ

Mailing Address

Ulman Mo 65083

City, State, and ZIP Code

D.

5/5/11

5/6/11

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would lose the convenience of purchasing postage, having my mail held, picking it up before it goes on the route

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The monetary effects, of the income of the post office, the loss of jobs, the loss of income for the building itself - so many older people in our community that rely on the closeness of the P.O. would be hurt

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Anytime I have issues with the wrong mail being delivered to my mailbox. The convenience of going right to the post office in town will no longer be available

Andrea McGowan

Name of Postal Customer

Andrea McGowan

Signature of Postal Customer

69 Hwy JJ

Mailing Address

Ulman, Mo 65083

City, State, and ZIP Code

5/5/11

Date

5/6/11



05/26/2011

SHELDON AND ANDREA MCGOWIN

69 HWY JJ
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It just makes it harder on the elderly which already have enough things to contend with

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Taking away the post office which has been serving the community for one hundred plus years seems like losing an old friend.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I would like to see our postal service left as it is now.

Kenneth Carico

Name of Postal Customer

Kenneth J. Carico

Signature of Postal Customer

141 Hwy 98

Mailing Address

Ulmans Mo. 65083

City, State, and ZIP Code

May 8, 2011

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would mean we would need to drive 8-11 miles one way if we need something or a service of the postal service. This does put a hardship on older residents and others as well.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our rural areas seem to be getting things taken away a little at a time.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please consider leaving our post office in service

Marilyn Carico

Name of Postal Customer

Marilyn Carico

Signature of Postal Customer

141 Hwy JJ

Mailing Address

Ulm, Mo 65083

City, State, and ZIP Code

May 8, 2011

Date



05/26/2011

KENNETH AND MARILYN CARICO

141 HWY JJ
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe that closing our little post office would put an extra burden of mail on the next town. Thus more money for gas and such for the other delivery man. keep it simple / short little routes.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I like that i can go down the road to the town I live in for post office needs and I dont have to drive 20 miles to another town.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I like the small personal post office every body knows every body else. mail doesn't get lost due to overcrowding one post office to take on 2 towns.

Randolph E. Shipp

R E Shipp

Name of Postal Customer

Signature of Postal Customer

9 Hwy II

Mailing Address

Ulman, mo. 65083

City, State, and ZIP Code

5/5/11

Date

5/6/11



05/26/2011

RANDOLPH AND SHERIE SHIPP

9 HWY JJ
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen". The signature is fluid and cursive, written over a light background.

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Making out letters and packages

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

lot of people don't have transportation to go any where to mail things over

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Betty Drace

Name of Postal Customer

Signature of Postal Customer

326 Hwy C

Mailing Address

Ulmman Mo. 65083

City, State, and ZIP Code

5/5/11

Date



05/26/2011

BETTY DRACE

326 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Daniel Wilson".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

With the price of Gas I would have to drive out of my way to get mail or stop on main package the post office is located Right By my home.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

With the post office we are still a town & close community if the post office was close & I believe it would bring more life & wrap & trouble to our community as having a post office we still seem to be a town.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Linda Sue Nixdorf
Linda Sue Nixdorf

Name of Postal Customer

Linda Sue Nixdorf

Signature of Postal Customer

328 Hwy C

Mailing Address

Ulman mo. 65083

City, State, and ZIP Code

5/5/11

Date



05/26/2011

LINDA SUE NIXDORF
328 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Additional services may be obtained online at usps.com.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe this proposal will have an unfavorable affect on how I presently receive my mail.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

This is a small farming community and to close its Post office would effect our town and our small area in a very unfavorable way.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We have chosen to live in a rural area but we don't believe that should hinder us from receiving first class mail service, after all the Postal Service is suppose to provide service first to its customers.

Peggy D Myers

Name of Postal Customer

Peggy D. Myers

Signature of Postal Customer

373 Hwy-C

Mailing Address

Ulm, Mo. 65083

City, State, and ZIP Code

5/9/2011

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Jimmy J. Myers

Name of Postal Customer

Jimmy J. Myers

Signature of Postal Customer

373 Hwy C

Mailing Address

ULMAN MO. 65083

City, State, and ZIP Code

5-10-2011

Date



05/26/2011

JIMMY AND PEGGY MYERS

373 HWY C
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day. Mail is already delivered to the town by a neighboring carrier.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen". The signature is fluid and cursive, written over a light blue horizontal line.

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Without the post office in Ulman the nearest post office is 10-15 miles away. Which would make it very inconvenient for postal services.


2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The post office is basically the only business left in Ulman if it closes the town will have nothing left. People will have to travel much further to a post office.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

LeAnn McGowan

Name of Postal Customer



Signature of Postal Customer

1302 HWY 17

Mailing Address

Toscumbia, MO 65082

City, State, and ZIP Code

3 May 2011

Date

Business Address - LeAnn's Portrait Design
357-B HWY C
Ulman, MO 65083



05/26/2011

LEANN MCGOWIN

1302 HWY 17
TUSCUMBIA, MO 65082

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilson".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

All unfavorable - farther to go to get to a post office box, farther for postal supplies, farther to pick up packages.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Post Office is important place for posting community activities and as a place to meet others in our rural community. Loss of at least one local job.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Our home is more than 1/4 mile off the road. Postal service doesn't deliver packages here like FedEx or UPS will. We pick postal packages up at nearby Uelman Post Office. Closing it would

Rebecca Malcolm

RS Malcolm

Name of Postal Customer

Signature of Postal Customer

PO Box 368

Mailing Address

Uelman, MO 65083

City, State, and ZIP Code

5/22/11

Date

make for a long drive.

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The post office is just a minute from my house.
Which is very convenient.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

This is all our little community of Ullman has,
Please don't take it away from us. It's convenient
& we're Ullman, not Brumley. We love our post office
& our little town. Thanks for taking the time to read this.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Lindsay Kessler

Name of Postal Customer

Lindsay Kessler

Signature of Postal Customer

14 Countyside Road

Mailing Address

Ullman, MO 65083

City, State, and ZIP Code

5/19/11

Date



05/26/2011

LINDSEY KESSLER

14 COUNTYSIDE RD
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Daniel Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. *If I need stamps, mail something or pick up a package I would have to go to another town. With gas prices I try not to go anymore than I have to. Going to ~~another~~ a nearby town would ~~be~~ be a ~~inconvenient~~ ~~inconvenient~~ Very big inconvenience.*

Dann + Melissa Carico

Name of Postal Customer

Melissa Carico

Signature of Postal Customer

155 Hwy JJ

Mailing Address

Ulman, MO 65083

City, State, and ZIP Code

5-11-11

Date



05/26/2011

DARIN AND MELISSA CARICO

155 HWY JJ
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the post office or request redelivery online or by calling 1-800-ASK-USPS.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Daniel Wilson".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If the Post Office closes then I would have to find another one to use. This is the only one I use because its on my way to work.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

In the community there are alot of elderly people and the Ulman Post Office is convenient for them. And with the way gasoline cost now it helps them to use that Post office. I now mail more than ever in Ulman.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Its just a very convenient Post Office and I would hate to see it close.

Debbie Crawford

Name of Postal Customer

1462 Hwy 17

Mailing Address

Iberia, Mo 65486

City, State, and ZIP Code

Debbie Crawford

Signature of Postal Customer

May 17, 2011

Date



05/26/2011

DEBBIE CRAWFORD

1462 HWY 17
IBERIA, MO 65486

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wanders at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah W. Wanders".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This is my neighborhood post office. Its just around the corner from me. So I hope they don't close.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Lot of Elderly people use this post office. Its convenient and gas prices too high. So they need it to stay open

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

<u>Roger Fischer</u>	<u>Roger Fischer</u>
Name of Postal Customer	Signature of Postal Customer
<u>421 Ullman Ridge Road</u>	
Mailing Address	
<u>Luscomb, MO 65082</u>	<u>5-17-11</u>
City, State, and ZIP Code	Date

5/18/11



05/26/2011

ROGER FISCHER
421 ULMAN RIDGE RD
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the ULMAN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize that with change there is always concern. However, we are confident that highway contract route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deborah Wilshusen".

Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
IF I NEEDED TO SHIP PACKAGES QUICKLY I WILL NOT BE ABLE TO. SATURDAY HOURS ARE LOW SO I COULDN'T EVEN DO ANYTHING ON SATURDAY
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
PEOPLE WITH NO COMPUTER, NO VEHICLE, ETC. WILL HAVE A HARD TIME DOING POSTAL BUSINESS
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
THIS IS A RETIREMENT COMMUNITY AND MANY PEOPLE WALK TO THE POST OFFICE.

CLIFF RIDENHAR

Name of Postal Customer



Signature of Postal Customer

131 SAND ROCK RD.

Mailing Address

ULMAN, MD. 65083

City, State, and ZIP Code

4-18-2011

Date

JUN 2



06/29/2011

CLIFF RIDENHOUR

131 SAUD ROCK RD
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Uman Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about the limited hours of operation at the Post Office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail. Should workload increase, hours may increase as well.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Sue Wanderssee at (314) 436-3645.

Sincerely,

A handwritten signature in blue ink, appearing to read "Debbie Witshusen".

Debbie Witshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

unfavorable
1) changing all personal returns, bank checks, business,

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loss of the "feel" of being a community
As it we don't exist.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

this is our home base, our gathering place for
community, near & views
we want to keep our Post Office in our town.

Lee MARION		Lee Marion	
Name of Postal Customer		Signature of Postal Customer	
P.O. 385			
Mailing Address			
Ulmans	MD	65083	4-18-11
City, State, and ZIP Code			Date

JUN 24 2011



06/29/2011

ZOE MARION

PO BOX 385
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ulman Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about an address change on your bank checks and stationery. Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
- You expressed a concern about the loss of the Communities' identity. You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in dark ink, appearing to read "Debbie Wilshusen".

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
would have to drive Farther for Postal services

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
We are a Small Community and I believe if the Post office is closed it will be another Nail in our Coffin

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

SAM Edwards

Name of Postal Customer



Signature of Postal Customer

266 Howell Loop

Mailing Address

ULMAN Mo 65083

City, State, and ZIP Code

5-1-11

Date

6/9/11



06/29/2011

SAM EDWARDS

266 HOWELL LOOP
ULMAN, MO 65083

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ulman Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of the Communities' identity. You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Sue Wandersee at (314) 436-3645.

Sincerely,

A handwritten signature in cursive script, appearing to read "Debbie Wilshusen".

Debbie Wilshusen
Manager, Post Office Operations
1720 Market St Room 3000
Saint Louis, MO, 63155-9900



02/25/2011

OIC/POSTMASTER

SUBJECT: ULMAN Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the ULMAN Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the ULMAN Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to SUE WANDERSEE by 03/11/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>19</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>20</u>
Intermediate RR	<u>107</u>
Intermediate HCR	<u>13</u>
City Delivery	<u>0</u>
Total Customers	<u>159</u>

If you have any comments on alternate means of providing services to the ULMAN customers, please provide them below:

Rural delivery service is provided in the area from the Brumley Post Office. Rural delivery service is also provided in the area from the Tuscumbia Post Office.

SUE WANDERSEE

Post Office Review Coordinator

Comments:

Local Government Provided by: Miller County Police Protection Provided by: Miller County Fire Protection Provided by: Brumley Fire Protection District School Locations: Customers attend Iberia, Tuscumbia, and School of the Osage in the Ulman delivery area Business serviced by the Ulman Post Office: 42 Recycling Center Andrea Burks/Mary Kay Agent Andrea McGowin/Pooches Gracias Kennels/Greenway Financial Black Rock Ranch Blue Moon Marina Brushy Fork Pork Chopper Shopper Co. Circle Bar E Inc. Circle of the Red Road C&R Power Washing Cynthia Zeigenbein (Kennel) Lake Area Concrete Construction, LLC Marvin Patterson Dennis Rush Digger Uppers Excavating, LLC Dog Creek Ranch D&W Manufacturing Elmer & Jean Halderman Gary Graham Graham Caseworks Kenneth & Donna Patterson Nixdorf Lawn Care Possum Ridge Farm

Robert J Sparrow Robinette Farms Ronnie & Chris Patterson Steve's Hauling STL Septic &
Construction Thomas Kennels Ulman Christian Church Ulman Baptist Church Uncle Ron's Garage
Vincent Custom Paint

cc: Official Record

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the ULMAN Post Office on 03/11/2011. Additionally, during the survey period, questionnaires were available at the ULMAN Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total questionnaires distributed	<u>25</u>
Favorable to proposal	<u>2</u>
Unfavorable to proposal	<u>6</u>
Expressing no opinion	<u>8</u>
Total questionnaires received	<u>16</u>

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):

No Concern

Response:

2. Concern (No Opinion):

Customer expressed a concern about package delivery and pickup

Response:

You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

3. Concern (No Opinion):

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. Concern (No Opinion):

Customers expressed concern over the dependability of rural route service

Response:

You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

5. Concern (No Opinion):

Customers were concerned about a change of address

Response:

You expressed a concern about a change in address. Customers will be assigned a 911 address. If you are already using your 911 assigned address, there will be no change in your delivery. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

6. Concern (No Opinion):

No Concern

Response:

7. Concern (Unfavorable):

Customers were concerned about a change of address

Response:

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

8. Concern (Unfavorable):

Customers were concerned about later delivery of mail

Response:

You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

9. Concern (Unfavorable):

Customers were concerned about obtaining accountable mail and large parcels

Response:

You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items

will be taken back to the delivery carrier if not used. Customers may pick up the mail at the post office, request delivery on another day or authorize delivery to another party.

10. Concern (Unfavorable):

No Concern

Response:

11. Concern (Unfavorable):

You were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):

Customers were concerned about senior citizens

Response:

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

2. Concern (Unfavorable):

Customers felt the post office should remain open since they paid taxes

Response:

You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

Community Meeting Roster

Postal Service Representative (Names and Titles):
Debbie Wilshusen, Manager, Post Office Operations

Date: 03/23/2011
Time: 10:00 a.m.

Total Number of Customers Present: 22

Place: the Ulman Post Office

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Buster McGowan	P.O. Box 378 Ulman, MO	65083	573-369-2513
Debbie Brewer	191 Sassafras Ridge Rd Camdenton MO	65020	573-480-5055
Steve VannKamp	8661 Fox Creek Dr Springfield MO 65804	65804	NAPOLEON NOTARIE PRE 660 RPK 020T
Ginny Duffield	Yucca Dr. Antigua Eden MO	65024	573-392-5658
Debbie Shults	P.O. Box Ulman	65083	314-744-1948
Brad Lomax	816 N. Maple Eden MO	65026	573-480-5227
Ryan Spence	Box 1 Ulman MO	65083	573-290-1628
Marilyn Carson	141 Hwy JJ	65083	573 369 3427
Walter Thomas	671 Highway C Ulman	65083	573 280 6667
Samy Hutton	P.O. Box 375	65083	573-369-3336
Debra Brink	176 Hwy JJ Ulman	65083	573-369-3719
Diane Ketchum	283 Hickory Pk. Rd. Iberia	65486	573-793-3095
Jim Meyer	373 Hwy C Ulman, MO	65083	573-369-3411
Mike Barker	Ulman, MO	65083	573-369-3141
Jack W. Clark	17 COUNTY Side Road Ulman MO	65083	573-369-2508
Nancy Kline	128 Hawthorn Cemetery Ulman	65083	573 480-4487
Steve Hays	328 Hwy C Ulman MO	65083	573-369-2750
Dr. Gary Hays	326 Hwy C Ulman MO	65083	573-369-2750
Bud & Doreen	312 Hwy C Ulman MO	65083	573-369-2581

Community Meeting Roster

Postal Service Representative (Names and Titles):
Debbie Wilshusen, Manager, Post Office Operations

Date: 03/23/2011
Time: 10:00 a.m.

Total Number of Customers Present:

0 0000

Place: the Ulman Post Office

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

[illegible]

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (Unfavorable):

Customer expressed a concern about package delivery and pickup

Response:

You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. If there is no response to attempts to attract the customer to the mailbox, the carrier will dismount the vehicle to obtain a signature.

Concern (Unfavorable):

2. Customers wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they want

Response:

You stated that you wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they wanted to purchase. Customers interested in the largest variety of stamps available from the Postal Service are encouraged to look online at usps.com or call 1-800-STAMP24 to place specific orders.

3. Concern (Unfavorable):

Customers expressed concerns about packages weighing more than 13 ounces.

Response:

You expressed concerns about packages weighing more than 13 ounces. Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Items with meters or online postage will be accepted.

4. Concern (Unfavorable):

Customers were concerned about the limited hours of operation at the post office

Response:

You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis determines the number of window service hours at the post office.

5. Concern (Unfavorable):

Customers questioned the economic savings of the proposed discontinuance

Response:

You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

6. Concern (Unfavorable):

Customers expressed concern about having to erect a rural mailbox

Response:

You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from a whichever neighboring Post Office that is most convenient.

7. Concern (Unfavorable):

Customers were concerned about obtaining services from the carrier

Response:

You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the

The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Nonpostal Concerns

1. Concern (UnFavorable):

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. Concern (UnFavorable):

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

3. Concern (UnFavorable):

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

03/11/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The postmaster at the Ullman Post Office retired on 03/03/2009. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 8.90 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at ULLMAN may not be warranted. Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by Highway Contract Route Service emanating from the Brumley Post Office. We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Retail services are also available at the Brumley Post Office, located 5.4 miles away. Hours of service at this office are 7:30 a.m. to 12:00 p.m. and 12:30 to 3:45 p.m., Monday through Friday, and 07:30 09:15 on Saturday. Post Office box service is available at this location at the same fees. As always, you are welcome to continue using any neighboring facility that is convenient for you. Many customers in your community are already serviced by carriers in the area and this service will continue.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at the Ullman Post Office on 03/23/2011 from 10:00 a.m. to 11:00 a.m. to answer questions and provide information about our service.

If you have any questions, you may contact Sue Wandersee at (314) 436-3645.

Thank you for your assistance.

Sincerely,

Debbie Wishusen
Manager, Post Office Operations

POSTED:

REMOVED





02/12/2011

DAVID MARTIN
DISTRICT MANAGER
GATEWAY PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 4th congressional district.

Post Office Name:	ULMAN
Zip+4 Code:	65083-9998
EAS Level:	11
Finance Number:	288022
County:	Miller
Proposed Admin Office:	BRUMLEY
ADMIN Miles Away:	5.4
Near Office Name:	BRUMLEY
Near Miles Away:	5.4
Number of Customers:	
Post Office Box:	19
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	20
Intermediate RR:	107
Intermediate HCR:	13
City Delivery:	0
Total Customers:	159
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster retired on 03/03/2009.

declining postal needs in this community in addition to the vacant postmaster position. Other means of providing regular and effective service are available to the area. The office is heated with a space heater and there is no running water or restroom facilities.

DEBBIE WILSHUSEN
Manager, Post Office Operations

Approval to Study for Discontinuance:

DISTRICT MANAGER
CUSTOMER SERVICE AND SALES
UNITED STATES POSTAL SERVICE

We the citizens and customers of the Ulman Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status—a United States post office operated by a postmaster and career postal employees.

We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposal action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,
Customers of the Ulman Post Office

*We would appreciate any help
you could give us.*

*Buster & Myra McHorn
P.O. Box 348
Ulman, Mo 65083
Tel. 573.369.2513*

Ulman Post Office Petition

Date	Name	Phone Number	Address
4/8/11	Peggy Myers	573-369-2411	373 Hwy-C Ulman Mo 65083
4/8/11	Jason Keith	573-369-2181	P.O. BOX 416 65083
4/9/11	Dusty Myers	573-552-2620	509 Hwy-C Ulman Mo 65083
4/9/11	Christy Saxiepp	573-369-2458	481 Hwy C, Ulman Mo 65083
4/11/11	Doug Sprigg	573-369-2458	481 Hwy C Ulman Mo 65083
4/11/11	John Myers	573-369-2411	373 Hwy C, ULMAN, MO 65083
4/11/11	Alena Sprigg	573-369-8840	563 Hwy C Ulman, MO 65083
4/11/11	Diana Sprigg	573-369-8840	563 Hwy C Ulman, MO 65083
4/11/11	Diane Sprigg	573-369-2715	473 Hwy C Ulman, MO 65083
4/10/11	Jon Kuf	573-619-1166	50 Dog Creek School Rd Ulman Mo 65083
4/11/11	CINDY BOX	573-369-275	475 Hwy C Ulman Mo 65083
4/12/11	John Sprigg	573-2901	220 Hwy C, Ulman Mo 65083
4/12/11	Eric Sprigg	319-9801	220 Hwy C, Ulman Mo 65083
4/12/11	Eric Sprigg	369-2116	42 Bluebell Lane
4/12/11	Don Sprigg	552-9762	57 Tipping Rd Ulman MO 65083
4-12-11	Cham Peterson	369-2751	34 HURAN-Glory Loop, ULMAN, MO 65083
4-12-11	Ronnie Peterson	369-2751	34 HURAN-Glory Loop, ULMAN, MO 65083
4-12-11	DENNIS PATTERSON	573-369-2996	47 FANNIN ST. Tusculum, Mo. 65082
4-12-11	Jana Parkrey	573-280-1618	356 Hwy C ULMAN, MO 65083
4-12	Barbara Parkrey	573-375-6618	356 Hwy C Ulman Mo 65083
4-12	Mark Hale	573-369-2904	13 County Side Rd. Ulman Mo 65083
4-12	Barbara Hale	573-369-2904	13 County Side Rd. Ulman Mo 65083
4-12	Nancy Hale	573-480-6417	12 County Side Ulman Mo 65083
4-12	Mark Hale	573-480-1418	12 County Side Ulman Mo 65083
4-12	Mike Hale	573-369-3303	14 County Side Rd. Ulman Mo 65083
4/12	Barbara Hale	573-280-1547	14 County Side Rd. Ulman, MO 65083
4/12	Barbara Hale	573-369-0025	25 County Side Rd. Ulman Mo 65083
4/12	Barbara Hale	573-369-0025	25 County Side Rd. Ulman Mo 65083
4/12	Barbara Hale	573-378-3145	24 County Side Rd. Ulman Mo 65083
4/12	Barbara Hale	573-569-1808	24 COUNTY SIDE RD. ULMAN MO 65083
4/12	Barbara Hale	573-369-2403	18 County Side Rd. Ulman Mo 65083
4/12	Barbara Hale	417-827-8690	13 Chicory Ulman Mo 65083
4/12	Barbara Hale	417-827-8690	13 Chicory Ulman Mo 65083

Ulman Post Office Petition

	Date	Name	Phone Number	Address
1	4-8-11	Ben Supradua	573-369-2218	143 Sand Rock Rd Ulman
2	4/10/11	Jimi Aliaksaites	573-369-2380	436 Hwy C. Ulman
3	4/10/11	Mildred Aliaksaites	573-369-2822	Jackson County Ulman
4	4/10/11	Dandy Aliaksaites	573-369-2340	436 Hwy C. Ulman
5	4/10/11	Dan Robinson	573-369-2972	104 Hwy J I Ulman MO 65083
6	4/10/11	Dan Robinson	573-369-3082	237 Hwy J I, Ulman, Mo 65083
7	4/10/11	Ray Graham	573-369-2891	4 Topping Rd. Ulman, Mo. 65083
8	4-10-11	Bruce Diller	573-369-2581	312 Hwy C. Ulman Mo 65083
9	4-10-11	Diana Kay Graham	573-369-2891	4 Topping Rd Ulman, MO.
10	4/10/11	Judith Graham	573-369-3082	237 Hwy J I, Ulman, MO
11	4-10-11	Dean Diller	573-369-2581	312 Hwy C. Ulman, MO
12	4-10-11	Sheila Plimmans	573-369-3359	7 County Side Rd Ulman Mo
13	4-13-11	Rick & Sherry	573-480-5074	9 Hwy 55 Ulman, MO
14	4-13-11	Shirley Sherry	692-3135	9 Hwy J I Ulman, Mo
15	4-13-11	Benita Supradua	573-369-2218	143 Sand Rock Rd Ulman, MO
16	4-13-11	Shirley Plimmans	573-369-2655	107 Sand Rock Rd Ulman, Mo 65083
17	4-13-11	Steven Patterson	" " "	" " " "
18	4-13-11	Gudy Patterson	573-369-2553	152 Opal Drive. Ulman, Mo 65083
19	4-13-11		573-369-2553	152 Opal Drive. Ulman, Mo 65083
20	4-13-11	Ed V. [Signature]	573-280-7713	43 Opal Dr. Ulman, Mo 65083
21	4-13-11	Maureen Patterson	573-369-2553	152 Opal Dr. Ulman, Mo 65083
22	4/13/11	Rosemary S. Malcolm	573-369-2944	64 Keyes School Rd. Ulman, Mo 65083
23	4/13/11	Wilfred [Signature]	573-369-2944	64 Keyes School Rd. Ulman, Mo 65083
24	4-13-11	Paul [Signature]	573-369-2816	147 Red Bird Lane
25	4-13-11	Marjorie [Signature]	573-369-2816	147 Redbird Lane Ulman, Mo
26	4-13-11	Marshall [Signature]	573-369-3381	106 Keyes School Rd.
27	4-13-11	Marice [Signature]	573-369-2668	109 Redbird Lane Ulman
28	4-13-11	Michael Humphrey	573-375-0287	128 Keyes School Rd Ulman
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Ulman Post Office Petition

	Date	Name	Phone Number	Address
1	4/8/11	Kenneth Carico	573 369 2427	141 Hwy JJ
2	4/8/11	Marilyn Carico	573 369 2427	141 Hwy JJ
3	4-10-11	DARR CARICO	573 369-0030	155 Hwy JJ
4	4-10-11	Melissa Carico	573-369-0030	155 Hwy JJ
5	4-10-11	EARL JOHNSON	573-552-5979	93 HAWKINS CEM.
6	4-10-11	PATTI JOHNSON	573-369-8814	97 HAWKINS CEM.
7	4-10-11	MIMIE JOHNSON	573-552-5979	93 HAWKINS CEM.
8	4-10-11	RICK JOHNSON	573-369-8814	97 HAWKINS CEM.
9	4-10-11	Laura Patterson	573-480-7370	Patterson Loop Road
10	4-10-11	Daniel Patterson	573 480 7370	208 Patterson Loop
11	4/10/11	William Librant	573 369 3719	176 Hwy JJ
12	4-10-11	DARIN HILTON	573-369-3336	146 Pop Creek School Rd
13	4-11-11	Durward Rodgers	573 369 2880	30 Jackson County RR
14	4-11-11	Janet Rodgers	573 369 2880	30 Jackson Cemetery Rd
15	4-11-11	Katie Smith	573-369-3092	40 Jackson County
16	4/11/11	Shirley T. Smith	573 369 3012	40 Jackson County
17	4/11/11	Anna Dudley	573 369 2710	70 Jackson Cemetery Rd
18	4/11/11	Janet Dudley	" "	" "
19	4/11/11	Janet Dudley	573 369 0009	69 Jackson County Rd
20	4/11/11	D. P. Harty	573-369-2471	216 PATTERSON LOOP
21	4/11/11	Brenda Harty	573-369-2471	216 Patterson Loop
22	4/11/11	Ben Harty	573-369-2471	216 Patterson Loop
23	4/11/11	Erin Patterson	573-375-0291	200 Patterson
24	4/11/11	Dana Patterson	573-369-2518	84 Patterson Loop
25	4/11/11	Kenny Patterson	573-369-2518	84 Patterson Loop
26	4/11/11	John Patton	573-369-2844	40 Patterson Loop
27	4/11/11	Sammy Patterson	573 369 2844	40 Patterson Loop
28	4/11/11	Lauren Cole	573 280 0340	30 Patterson Loop
29	4/11/11	Ray Bennett	573-369-2844	40 Patterson Loop
30	4-11-11	Maurice Patterson	573-369-2593	28 Patterson Loop
31	4-11-11	Jean Patterson	573-369-2593	28 Patterson Loop
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Ulman Post Office Petition

	Date	Name	Phone Number	Address
1	4-8-11	Buster McGowan	573-369-2513	P.O. Box 398 Ulman MO 65083
2	4-8-11	Melba McGowan	573-369-2513	P.O. Box 398 Ulman MO 65083
3	4-10-	Mike Gatterer	573-369-2511	P.O. Box 398 Ulman MO 65083
4	4-10-11	Ray Salassa	573-286-5715	P.O. Box 393 Ulman MO 65083
5	4-10-11	Buff Salassa	573-286-9729	P.O. Box 393 Ulman MO 65083
6	4-10-11	Andrea McGowan	573-280-5626	69 Hwy JJ Ulman, MO 65083
7	4/10/11	Bob Shopp	573-369-2522	264 Hwy JJ Ulman MO 65083
8	4/10/11	Don Shopp	573-369-2525	264 Hwy JJ Ulman MO 65083
9	4/10/11	Angela Shopp	573-369-2469	332 Hwy JJ Ulman MO 65083
10	4/10/11	Duff Campbell	(573) 216 7651	P.O. Box 392 Ulman, MO 65083
11	4/10/11	Dan Wickham	(573) 216 2118	P.O. Box 392 Ulman, MO 65083
12	4/10/11	Sue Doherty	573-369-2780	328 Hwy JJ Ulman MO 65083
13	4/10/11	Dennis Nitzner	573-369-0055	61 Dog Creek Schol Rd MO 65083
14	4/10/11	Donna K. Foster	573-369-2857	739 Pea Ridge Rd. 65083
15	4/10/11	Charles W. Foster	573-369-2857	750 Pea Ridge Rd. 65083
16	4-10-11	Sam Edwards	573-280-4934	266 Howell Loop Ulman
17	4-10-11	Wilma Edwards	573-369-2236	266 Howell Loop Ulman
18	4-10-11	Sheldon McGowan	573-369-2517	69 Hwy JJ Ulman
19	4-10-11	Crystal Munoz	573-280-3661	272 Howell Loop 65083
20	4-11-11	Debra Crawford	573-375-0301	1462 Hwy 17 Xenia 65486
21	4-11-11	Roger Fischer	573-375-0100	422 421 Ulman Ridge Rd 65083
22	4-12-11	Patton Ash	573-375-0609	17 County side Rd 65083
23	4-12-11	Jack W. Ash	573-375-2508	17 County side Rd 65083
24	4-12-11	Beverly R. Ash	573-369-2508	17 County side Rd Ulman
25	4-12-11	Brandon Kessler	573-369-3282	234 Hwy JJ 65083
26	4-12-11	Marissa Kessler	573-369-3282	234 Hwy JJ Ulman 65083
27	4-12-11	Kathel McConnell	573-552-2132	50 Hwy JJ Ulman 65083
28	4-12-11	Anthony McConnell	573-480-0357	50 Hwy JJ Ulman 65083
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Ulman Post Office Petition

	Date	Name	Phone Number	Address
1	4-13-11	DONALD D. PATTERSON	573-369-2884	PO Box 363 65083
2	4-13-11	MARILYN R. PATTERSON	573-369-2884	PO Box 363 65083
3	4/13/11	Margaret L. Keith	573-369-2131	P.O. Box 416 65083
4	4/13/11	Johna Massie	573 369-3943	657 Hwy C 65083
5	4/13/11	Rick Massie	573 369 3943	657 Hwy C 65083
6	4/13/11	Joy Thomas	573-369-2983	651 Hwy C 65083
7	4/13/11	Ralph Thomas	573-369-2983	651 Hwy C 65083
8	4/13/11	Gretchen H. Ayck	573-369-2983	651 Hwy C 65083
9	4/13/11	Emerson M. Lower	573-369-2909	675 Hwy C 65083
10	4/13/11	Sam B.	573-216-4052	98 WASHINGTON DR. 65083
11	4-13-11	Crystal Munoz	573-280-7305	272 Howell Loop 65083
12	4-13-11	MARCUS RUSSELL	573-586 1344	28 COUNTYSIDE RD
13	4/13/11	Mary Russell	573-280-9831	28 COUNTYSIDE RD
14	4/13/11	Jeremy Sacks	573-369-2521	30 County side Rd
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DISTRICT MANAGER, CUSTOMER SERVICE
GATEWAY PERFORMANCE CLUSTER

UNITED STATES
POSTAL SERVICE
May 6, 2011

The Honorable Roy Blunt
United States Senate
308 E. High Street, Suite 202
Jefferson City, MO 65101

Dear Senator Blunt:

Reference is made to your correspondence regarding the concerns of Mr. and Mrs. McGowin involving the status of operations at their local post office in Ullman, Missouri.

Let me begin by stating that, at this point, the Uman Post office is still in the investigative stage of determining service needs in the area. This process requires several steps to ensure the best decision is made. A final determination will not be made unless we conclude that it will provide a maximum degree of regular and effective service necessary.

In addition to the community meeting held, surveys and information on the process were made available to the public to provide input on how they use the postal service. Many customers already choose to have mail delivered to their home or business by the carrier from neighboring Post Offices. We are not proposing to affect this service and no surveys were directed to these customers, but were available at the retail counter. These surveys, along with comments submitted, three years of sales and transaction data, lease status, etc. will continue to be reviewed while the study of this location is completed.

Services provided at the post office are also available from the carrier, and customers will not have to travel to another post office for many services. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Additionally, the postal service has taken great strides to make services more accessible to customers with services available at www.usps.com, by calling 800-STAMP-24, and at many stores, gas stations and ATMs where customers often shop.

Occasionally, we interchange staff, equipment and other resources in order to improve efficiencies, reduce operating costs, and make better use of our resources. Continuous improvement in our postal operations enables the Postal Service to fulfill its mission of providing our nation with mail delivery to every home and business address at affordable prices.

This possible operational change is just one way the Postal Service is becoming more efficient, while delivering excellent service to our customers. Our goal is to keep mail relevant, affordable, and growing.

Please assure Mr. and Mrs. McGowin that they are valued customers, and their opinions and insight regarding his community are appreciated. The Postal Service has very specific regulations regarding the closure of post offices covered in Title 39, United States Code (see enclosed). Should a final determination be made regarding this post office, the decision will be posted in the lobby of the post office along with appeal rights and timelines.

Sincerely,

David F. Martin

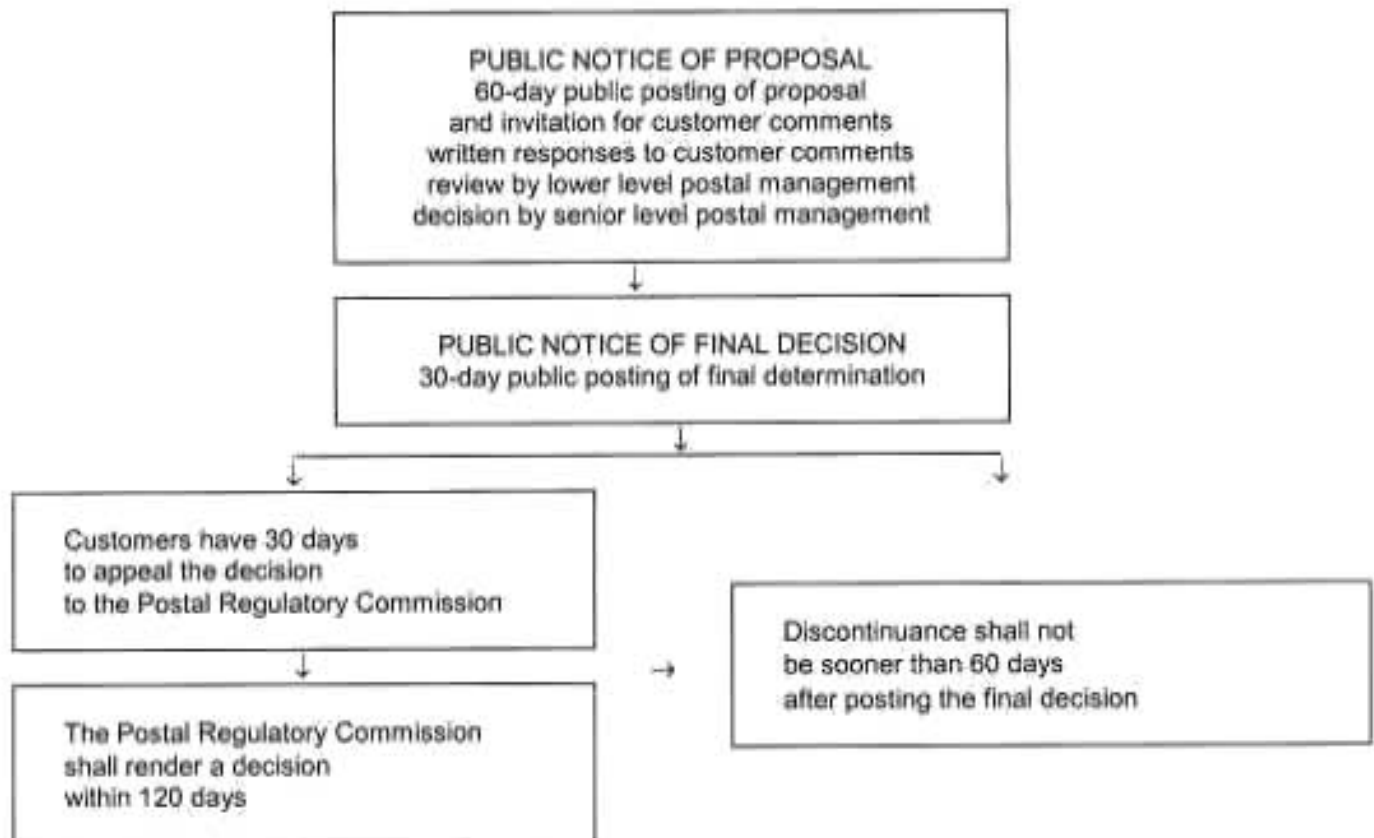
1720 MARKET STREET, ROOM 3027
ST. LOUIS, MO 63155-9900
PHONE: (314) 436-4114
FAX: (314) 436-4565

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.





MISSOURI SENATE
JEFFERSON CITY

MIKE KEHOE
SENATOR, 6TH DISTRICT

April 18, 2011

Mr. and Mrs. Buster McGowin
Post Office Box 398
Ulman, MO 65083

Dear Buster and Myna,

Thank you for your letter and for the list of petitioners urging support for the Ulman Post Office.

While I appreciate the fine merits of keeping small post offices open for the very reasons you state, such decisions are unfortunately not under the jurisdiction of the Missouri General Assembly. I have taken the liberty of forwarding your letter to Senator Blunt and Congressman Luetkemeyer, asking for their assistance.

Again, thank you for writing. I am in office to serve you and to continue moving the Sixth Senatorial District forward. Please do not hesitate to contact me anytime.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Kehoe".

Mike Kehoe

MK/ccl

cc: Senator Blunt
Congressman Luetkemeyer

Mike Kehoe

7111154

copy ver 5

The U. S. Postal Service has served notice to the customers of the Ulman, Missouri Post Office of a proposal to close the post office. It is doing so under provisions of the Postal Reorganization Act of 1970 and federal law, and over our objections.

Under provisions of the act, the Postal Service is obligated to provide a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not self-sustaining. The Postal Service's proposed action will not serve the best interests of our postal customers.

We appreciate your consideration of our position and encourage you to act in our behalf. We appreciate any support you can give us in our fight to retain our post office in the same status as now exist--a U. S. post office operated by a postmaster.

Please find enclosed petitions with several of our patrons who object to this proposal.

For your convenience the contact information for the Customer Service Department Manager overseeing this case has been provided below.

Sue Wandersee
Gateway District
CSDC Coordinator
1720 Market Street room 3000
St. Louis, MO 63155-9900
Tel:3114-436-3645

Thank for your attention.
Buster & Myrna Mc Dowin
PO Box 398 - Ulman, MO 65083
Tel: 369-2513

We met you at Jerry Rehman's
Birthday party. He is a very good
friend of ours



May 2, 2011

Honorable Roy Blunt
United States Senate
Office of Constituent Services
308 E. High Street, Suite 202
Jefferson City, MO 65101

Dear Senator Blunt:

The concerns of Mr. & Mrs. Buster McGowin have been received by the office of Consumer Affairs, Gateway District.

Your inquiry has been forwarded to the appropriate postal official to investigate this matter on your behalf. We ask for your patience while this matter is being resolved.

If you have any questions or need additional assistance, please contact our office at (314) 436-4280.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sheila McFadden".

Sheila McFadden
Consumer Affairs Associate



Date: May 2, 2011

**To: MGR OPS
Elaine Davis
Sue Wandersee**

**SUBJECT: Mr. & Mrs. Buster McGowin
Ulman, Missouri**

DUE DATE: May 9, 2011

The attached Congressional inquiry is referred for your immediate attention.

Please investigate the customer's concerns and prepare a response as requested in the attached letter from the inquiring Congressional office.

Your response letter should be prepared for the District Manager's signature and be sent directly to the District Manager for her signature and for delivery no later than the due date above.

Please leave a copy of the signed letter in the Marketing slot in your office. If you have any questions about this inquiry, please call me at (314) 436-4280.

Sheila McFadden
Consumer Affairs Associate

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires; number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

Section III

Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-____, Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

Total annual savings

\$	42480
\$	14231
\$	2700
\$	57411
-	2124
\$	51287

A one-time expense of \$ 10 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date



04/07/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the ULMAN Post Office
Docket No. 1385324

This is to advise you that on 04/16/2011, I will post for public comment a proposal to close the ULMAN Post Office in Miller, Congressional District No. 4th.

If you have any questions, please call SUE WANDERSEE District Review Coordinator at (314) 436-3645.

A handwritten signature in blue ink, appearing to read "D. Martin", with a large, stylized flourish at the end.

DAVID MARTIN
District Manager
GATEWAY PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



04/18/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
ULMAN Proposal
Docket No. 1385324 - 65083

Please post the enclosed proposal to close the ULMAN Post Office in the lobby. The proposal must be posted in a prominent place from 04/18/2011 through close of business on 06/19/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (314) 436-3645.

A handwritten signature in cursive script that reads "Sue Wandersee".

SUE WANDERSEE
Post Office Review Coordinator
GATEWAY PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 04/18/2011

Date of Removal: 06/19/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE ULMAN, MO POST OFFICE AND CONTINUE TO PROVIDE SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

To the customers of the Ulman Post Office:

The Postal Service is considering the close of the Ulman Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 04/18/2011 through 06/19/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ulman Post Office and Brumley Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

SUE WANDERSEE
1720 MARKET ST ROOM 3000
SAINT LOUIS, MO 63155-9900

For more information, you may call SUE WANDERSEE at (314) 436-3645 or write to the above address.

Thank you for your assistance.



DEBBIE WILSHUSEN
1720 MARKET ST ROOM 3000
SAINT LOUIS, MO 63155-9900

Date of Posting: 04/18/2011

Posting Round Date:

Date of Removal: 06/19/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE ULMAN, MO POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1385324 - 65083

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ulman, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Brumley Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on March 03, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: declining postal needs in this community in addition to the vacant postmaster position. Other means of providing regular and effective service are available to the area. The office is heated with a space heater and there is no running water or restroom facilities.

The Ulman Post Office, an EAS-11 level, provides service from 7:30 a.m. to 11:30 a.m. and 12:00 p.m. to 3:45 p.m., Monday - Friday; 7:30 a.m. to 9:15 a.m., Saturday and lobby hours of 7:30 a.m. to 4:00 p.m. on Monday - Friday and 7:30 a.m. to 3:30 p.m. on Saturday to 19 post office box customers and 140 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for 12 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$15,758 (41 revenue units) in FY 2008; \$15,505 (40 revenue units) in FY 2009; and \$9,538 (25 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 23, 2011, representatives from the Postal Service were available at the Ulman Post Office to answer questions and provide information to customers. 22 customer(s) attended the meeting.

On March 11, 2011, 25 questionnaires were distributed to delivery customers of the Ulman Post Office. Questionnaires were also available over the counter for retail customers at the Ulman Post Office. 16 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 8 unfavorable, and 6 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Brumley Post Office, an EAS-13 level office. Window service hours at the Brumley Post Office are from 7:30 a.m. to 12:00 p.m. and 12:30 to 3:45 p.m., Monday through Friday, and 7:30 a.m. to 9:15 a.m. on Saturday. There are 45 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about package delivery and pickup |
| Response: | The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ¼ mile off of the line of travel, at a designated place, such as on your porch or under a carport. |
| 2. Concern: | Customers expressed concern for loss of community identity |
| Response: | The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 3. Concern: | Customers expressed concern over the dependability of rural route service |
| Response: | The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day. |
| 4. Concern: | Customers were concerned about a change of address. |

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. If you are already using your 911 assigned address, there will be no change in your delivery. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

5. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

6. **Concern:** Customers were concerned about later delivery of mail

Response: The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$6 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

7. **Concern:** Customers were concerned about obtaining accountable mail and large parcels

Response: The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

8. **Concern:** You were concerned about having to travel to another post office for service

Response: The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

9. **Concern:** Customers expressed concern about having to erect a rural mailbox

Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from a whichever neighboring Post Office that is most convenient.

10. **Concern:** Customers expressed concerns about packages weighing more than 13 ounces

Response: The customer expressed concerns about packages weighing more than 13 ounces. Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Items with meters or online postage will be accepted.

11. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

12. **Concern:** Customers wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they want

Response: The customer stated that you wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they wanted to purchase. Customers interested in the largest variety of stamps available from the Postal Service are encouraged to look online at usps.com or call 1-800-STAMP24 to place specific orders.

13. **Concern:** Customers were concerned about obtaining services from the carrier

Response: The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

14 **Concern:**

Customers were concerned about the limited hours of operation at the post office

Response:

The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis determines the number of window service hours as the post office.

Some advantages of the proposal are:

1. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier.
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Ulman is an unincorporated community located in Miller County. The community is administered politically by Miller County. Police protection is provided by the Miller County Sheriff's Department. Fire protection is provided by the Brumley Volunteer Fire District. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ulman Post Office will be available at the Brumley Post Office. Government forms normally provided by the Post Office will also be available at the Brumley Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry.

- | | |
|--------------------|---|
| 1. Concern: | Customers felt the post office should remain open since they paid taxes |
| Response: | The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. |
| 2. Concern: | Customers were concerned about senior citizens |
| Response: | The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. |
| 3. Concern: | Customers expressed concern for loss of community identity |
| Response: | The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |

4 **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on March 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 57,287 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 42,480
Fringe Benefits @ 33.5%	\$ 14,231
Rental Costs, Excluding Utilities	<u>+ \$ 2,700</u>
Total Annual Costs	\$ 59,411
Less Annual Cost of Replacement Service	<u>- \$ 2,124</u>
Total Annual Savings	<u>\$ 57,287</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Ulman, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Brumley Post Office, located five miles away.

The postmaster retired on March 03, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ulman Post Office provided delivery service to 140 customers and 19 PO Box customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. The Postal Service will save an estimated \$57,287 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ulman Post Office and Brumley Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



DEBBIE WILSHUSEN
Manager, Post Office Operations

04/18/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the ULMAN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____



06/20/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 06/19/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Sue Wandersee".

SUE WANDERSEE
Post Office Review Coordinator
1720 MARKET ST ROOM 3000
SAINT LOUIS, MO 63155-9900



A. Office

Name: ULMAN State: MO Zip Code: 65083
Area: GREAT LAKES District: GATEWAY PFC
Congressional District: 4th County: Miller
EAS Grade: 11 Finance Number: 288022
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Sue Wanderssee
Title: GATEWAY PFC Post Office Review Coordinator
Tele No: (314) 436-3645

Date: 06/29/2011
Fax No: (651) 365-9708

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 06/20/2011

Postal Customers of the Ulman Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Ulman Post Office, which was posted 04/18/2011 through 06/19/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Ulman Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in dark ink, appearing to read "Debbie Wilshusen". The signature is fluid and cursive, with the first name "Debbie" and last name "Wilshusen" clearly distinguishable.

DEBBIE WILSHUSEN
1720 MARKET ST ROOM 3000
SAINT LOUIS, MO 63155-9900

Date of Posting: 04/18/2011

Posting Round Date: APR 18 2011

Date of Removal: 05/19/2011

Removal Round Date:

JUN 20 2011

USPS

PROPOSAL TO CLOSE
THE ULMAN, MO POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1385324 - 65083

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ulman, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Brumley Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on March 03, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: declining postal needs in this community in addition to the vacant postmaster position. Other means of providing regular and effective service are available to the area. The office is heated with a space heater and there is no running water or restroom facilities.

The Ulman Post Office, an EAS-11 level, provides service from 7:30 a.m. to 11:30 a.m. and 12:00 p.m. to 3:45 p.m. Monday - Friday, 7:30 a.m. to 9:15 a.m. Saturday and lobby hours of 7:30 a.m. to 4:00 p.m. on Monday - Friday and 7:30 a.m. to 3:30 p.m. on Saturday to 19 post office box customers and 140 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for 12 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$15,758 (41 revenue units) in FY 2008; \$15,505 (40 revenue units) in FY 2009, and \$9,538 (25 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 23, 2011, representatives from the Postal Service were available at the Ulman Post Office to answer questions and provide information to customers. 22 customer(s) attended the meeting.

On March 11, 2011, 25 questionnaires were distributed to delivery customers of the Ulman Post Office. Questionnaires were also available over the counter for retail customers at the Ulman Post Office. 16 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 6 unfavorable, and 8 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Brumley Post Office, an EAS-13 level office. Window service hours at the Brumley Post Office are from 7:30 a.m. to 12:00 p.m. and 12:30 to 3:45 p.m., Monday through Friday, and 7:30 a.m. to 9:15 a.m. on Saturday. There are 45 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry.

- | | | |
|---|------------------|---|
| 1 | Concern: | Customer expressed a concern about package delivery and pickup |
| | Response: | The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. |
| 2 | Concern: | Customers expressed concern for loss of community identity |
| | Response: | The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 3 | Concern: | Customers expressed concern over the dependability of rural route service |
| | Response: | The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States. Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day. |
| 4 | Concern: | Customers were concerned about a change of address |

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. If you are already using your 911 assigned address, there will be no change in your delivery. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

5. **Concern:** Customers were concerned about a change of address

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

6. **Concern:** Customers were concerned about later delivery of mail

Response: The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

7. **Concern:** Customers were concerned about obtaining accountable mail and large parcels

Response: The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

8. **Concern:** You were concerned about having to travel to another post office for service

Response: The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience

9. **Concern:** Customers expressed concern about having to erect a rural mailbox

Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from a whichever neighboring Post Office that is most convenient.

10. **Concern:** Customers expressed concerns about packages weighing more than 13 ounces.

Response: The customer expressed concerns about packages weighing more than 13 ounces. Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Items with meters or online postage will be accepted.

11. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

12. **Concern:** Customers wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they want

Response: The customer stated that you wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they wanted to purchase. Customers interested in the largest variety of stamps available from the Postal Service are encouraged to look online at usps.com or call 1-800-STAMP24 to place specific orders.

13. **Concern:** Customers were concerned about obtaining services from the carrier

Response: The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

14. **Concern:**

Customers were concerned about the limited hours of operation at the post office.

Response:

The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis determines the number of window service hours at the post office.

Some advantages of the proposal are:

1. The carrier provides retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier.
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Utman is an unincorporated community located in Miller County. The community is administered politically by Miller County. Police protection is provided by the Miller County Sheriff's Department. Fire protection is provided by the Brumley Volunteer Fire District. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Utman Post Office will be available at the Brumley Post Office. Government forms normally provided by the Post Office will also be available at the Brumley Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers felt the post office should remain open since they paid taxes

Response: The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

2. **Concern:** Customers were concerned about senior citizens

Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

3. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on March 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 57,287 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 42,480
Fringe Benefits @ 33.5%	\$ 14,231
Rental Costs, Excluding Utilities	<u>+ \$ 2,700</u>
Total Annual Costs	\$ 59,411
Less Annual Cost of Replacement Service	<u>- \$ 2,124</u>
Total Annual Savings	<u>\$ 57,287</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Ulman, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Brumley Post Office, located five miles away.

The postmaster retired on March 03, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ulman Post Office provided delivery service to 140 customers and 19 PO Box customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a post office for service. The Postal Service will save an estimated \$57,287 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this proposal is based are available for public inspection at the Ulman Post Office and Brumley Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



DEBBIE WILSHUSEN
Manager, Post Office Operations

04/18/2011

Date

Date of Posting: 04/18/2011

Date of Removal: 06/19/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE ULMAN, MO POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Ulman Post Office:

The Postal Service is considering the close of the Ulman Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 04/18/2011 through 06/19/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ulman Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

SUE WANDERSEE
1720 MARKET ST ROOM 3000
SAINT LOUIS, MO 63155-9900

For more information, you may call SUE WANDERSEE at (314) 436-3645 or write to the above address.

Thank you for your assistance.

DEBBIE WLSHUSEN
1720 MARKET ST ROOM 3000
SAINT LOUIS, MO 63155-9900

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	25
Favorable comments	0
Unfavorable comments	25
No opinion expressed	0
Total comments returned	25

Postal Concerns

The following postal concerns were expressed

1. **Concern (No Opinion)**
 Customers were concerned about senior citizens
Response:
 You expressed a concern about senior citizens. Carrier delivery is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and help services to household mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for mailing a check or special customer needs. To request an exception for home-delivery, customers may contact the administrative postmaster for more information.
2. **Concern (No Opinion)**
 You were concerned about having to travel to another post office for service.
Response:
 Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
3. **Concern (Unfavorable)**
 Customers asked why their post office was being discontinued while others were retained.
Response:
 You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a surplus in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
4. **Concern (Unfavorable)**
 Customers expressed concern about mail delivery.
Response:
 The concern about mail delivery has been brought to the attention of the administrative postmaster. The Postal Service recognizes the inconvenience that customers have experienced because of mail delivery. We consider mail delivery a very serious problem and appreciate when customers report this to us where it provides an opportunity to take corrective action.
5. **Concern (Unfavorable)**
 Customers expressed concern over the dependability of rural route service.
Response:
 Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
6. **Concern (Unfavorable)**
 Customers expressed concern over the dependability of rural route service.
Response:
 Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day. Mail is already delivered to the town by a neighboring carrier.
7. **Concern (Unfavorable)**
 Customers were concerned about a change of address.
Response:
 Customers may change to be assigned a carrier route address. The new address will continue to use the community name. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
8. **Concern (Unfavorable)**
 Customers were concerned about having to make an address change on their bank checks and stationery.
Response:
 Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deposit their current supply of checks and stationery and make the address corrections when ordering new supplies.
9. **Concern (Unfavorable)**
 Customers were concerned about having to travel to another Post Office for service.
Response:
 Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already stop, online at usps.com, or by calling 1-800-OT-NOT-25.
10. **Concern (Unfavorable)**
 Customers were concerned about later delivery of mail.
Response:
 A carrier's decision on a carrier's rate of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer location, no matter how we structure a route. Somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the total distance a route must cover.

Concern (Unfavorable)

Customers were concerned about obtaining accountable mail and large parcels

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the post office or request redelivery online or by calling 1-800-ASK-USPS.

12. Concern (Unfavorable)

Customers were concerned about obtaining accountable mail and large parcels

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the post office or request redelivery online or by calling 1-800-ASK-USPS.

13. Concern (Unfavorable)

Customers were concerned about obtaining services from the carrier

Response:

You were concerned about obtaining services from the carrier. Postal services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them:

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form, envelope, encloses payment by personal check or postal money order made payable to the U.S. Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to the addressee. If customers prefer, the completed money orders will be returned by verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return, the customer asks the post office to resume delivery.

14. Concern (Unfavorable)

Customers were concerned about obtaining services from the carrier

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick-up, special services and money order sales.

15. Concern (Unfavorable)

Customers were concerned about the limited hours of operation at the Post Office

Response:

Postmaster level and office service hours are determined by a workload analysis which evaluates the number of deliveries and returns. A workload analysis indicates the office level has declined and qualified for full-time hours of service per week. Carrier service will provide 24-hour access to the mail. Should workload increase, hours may increase as well.

16. Concern (Unfavorable)

You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

17. Concern (Unfavorable)

You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Additional services may be obtained online at usps.com.

Nonpostal Concerns

The following nonpostal concerns were expressed:

1. Concern (Unfavorable)

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Community Identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. Concern (Unfavorable)

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Community Identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

3. Concern (Unfavorable)

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customer's residences. In hard-to-reach areas, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

4. Concern (Unfavorable)

Customers expressed concern for those customers with disabilities who are not able to go to Post Office to pick up their mail

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an excessive physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

9. Concern (Unfavorable)

Customers felt the post office should remain open since they paid taxes

Response:

You expressed a concern that since the people of your community pay taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

6. Concern (Unfavorable)

Customers were concerned about loss of employment in the community

Response:

You expressed a concern about the loss of employment in the community. The postmaster position is a career and there is no guarantee that any replacement postmaster would be from the community.

9. Concern (Unfavorable)

Customers were concerned about senior citizens

Response:

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

9. Concern (Unfavorable)

Customers were concerned about senior citizens

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Certified Box units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

9. Concern (Unfavorable)

Customers were concerned about the loss of a gathering place and an information center

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

10. Concern (Unfavorable)

You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require visiting the carrier at the mailbox. Stamp by Mail and Money Order Application forms are available for customer convenience.

Date of Posting: 04/18/2011

Posting Round Date:

Date of Removal: 06/19/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE ULMAN, MO POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1385324 - 65083

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ulman, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Brumley Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on March 03, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: declining postal needs in this community in addition to the vacant postmaster position. Other means of providing regular and effective service are available to the area. The office is heated with a space heater and there is no running water or restroom facilities.

The Ulman Post Office, an EAS-11 level, provides service from 7:30 a.m. to 11:30 a.m. and 12:00 p.m. to 3:45 p.m. Monday - Friday, 7:30 a.m. to 9:15 a.m. Saturday and lobby hours of 7:30 a.m. to 4:00 p.m. on Monday - Friday and 7:30 a.m. to 3:30 p.m. on Saturday to 19 post office box or general delivery customers and 140 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for 12 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$15,758 (41 revenue units) in FY 2008; \$15,505 (40 revenue units) in FY 2009; and \$9,538 (25 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 23, 2011, representatives from the Postal Service were available at the Ulman Post Office to answer questions and provide information to customers. 22 customer(s) attended the meeting.

On March 11, 2011, 25 questionnaires were distributed to delivery customers of the Ulman Post Office. Questionnaires were also available over the counter for retail customers at the Ulman Post Office. 16 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 6 unfavorable, and 8 expressed no opinion.

One congressional inquiry was received on May 03, 2011.

A petition supporting the retention of the Ulman Post Office was received on April 16, 2011, with 133 signatures. If this proposal is implemented, delivery and retail services will be provided by the Brumley Post Office, an EAS-13 level office. Window service hours at the Brumley Post Office are from 7:30 a.m. to 12:00 p.m. and 12:30 to 3:45 p.m., Monday through Friday, and 7:30 a.m. to 9:15 a.m. on Saturday. There are 45 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customer expressed a concern about package delivery and pickup |
| Response: | The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. |
| 2. Concern: | Customers expressed concern for loss of community identity |
| Response: | The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 3. Concern: | Customers expressed concern over the dependability of rural route service |
| Response: | The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States. Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day. |
| 4. Concern: | Customers were concerned about a change of address |

Response:

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. If you are already using your 911 assigned address, there will be no change in your delivery. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

5. **Concern:**

Customers were concerned about a change of address

Response:

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

6. **Concern:**

Customers were concerned about later delivery of mail

Response:

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$6 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

7. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels

Response:

The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

8. **Concern:**

You were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

9. **Concern:**

Customers asked why their post office was being discontinued while others were retained

Response:

The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

10. **Concern:**

Customers expressed concern about misdelivered mail

Response:

The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

11. Concern:

Customers were concerned about having to make an address change on their bank checks and stationery.

Response:

Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

12. Concern:

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

13. Concern:

Customers were concerned about obtaining services from the carrier.

Response:

The customer were concerned about obtaining services from the carrier; retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order, made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

14. Concern:

Customers were concerned about obtaining services from the carrier.

Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

15. **Concern:** Customers were concerned about senior citizens

Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

16. **Concern:** Customers were concerned about the limited hours of operation at the Post Office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail. Should workload increase, hours may increase as well.

17. **Concern:** Customers expressed concern about having to erect a rural mailbox

Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from a whichever neighboring Post Office that is most convenient.

18. **Concern:** Customers expressed concerns about packages weighing more than 13 ounces.

Response: The customer expressed concerns about packages weighing more than 13 ounces. Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Items with meters or online postage will be accepted.

19. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

20. **Concern:** Customers wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they want

Response: The customer stated that you wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they wanted to purchase. Customers interested in the largest variety of stamps available from the Postal Service are encouraged to look online at usps.com or call 1-800-STAMP24 to place specific orders.

21. **Concern:** Customers were concerned about the limited hours of operation at the post office

Response: The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis determines the number of window service hours as the post office.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Ulman is an unincorporated community located in Miller County. The community is administered politically by Miller County. Police protection is provided by the Miller County Sheriff's Department. Fire protection is provided by the Brumley Volunteer Fire District. The community is comprised of Commuters and retirees, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Ulman Christian Church Ulman Baptist Church, Uncle Ron's Garage. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ulman Post Office will be available at the Brumley Post Office. Government forms normally provided by the Post Office will also be available at the Brumley Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers felt the post office should remain open since they paid taxes.
Response: The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
2. **Concern:** Customers were concerned about senior citizens.
Response: The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
3. **Concern:** Customers expressed concern for loss of community identity.
Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. **Concern:** Customers expressed concern for loss of community identity.
- Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
5. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
- Response:** Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
6. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Post Office to pick up their mail
- Response:** Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
7. **Concern:** Customers were concerned about loss of employment in the community
- Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
8. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
9. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
10. **Concern:** You were concerned about having to travel to another post office for service
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
3. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on March 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 57,287 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 42,460
Fringe Benefits @ 33.5%	\$ 14,231
Annual Lease Costs	<u>* \$ 2,700</u>
Total Annual Costs	\$ 59,411
Less Annual Cost of Replacement Service	<u>- \$ 2,124</u>
Total Annual Savings	<u>\$ 57,287</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Ulman, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Brumley Post Office, located five miles away.

The postmaster retired on March 03, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ulman Post Office provided delivery and retail service to 19 PO Box or general delivery customers and 140 delivery route customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$57,287 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ulman Post Office and Brumley Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



DEBBIE WILSHUSEN
Manager, Post Office Operations

04/18/2011
Date



06/29/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
ULMAN
Docket Number 1385324 - 65083

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in dark ink, appearing to read "D. Martin", with a large, stylized flourish at the end.

DAVID MARTIN
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	ULMAN, MO, 65083-8898
EAS Level:	11
District:	GATEWAY PFC
County:	MILLER
Congressional District:	4th
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposal:	retired
Alternate Service Proposed:	Highway Contract Route Service
Customers Affected:	
Post Office Box:	19
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	20
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	39

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
03/03/2009	Postmaster vacancy occurred. Reason: retired
	DIC Career: 0 Noncareer: 1 Other Employees: 1
02/12/2011	District manager authorization to study.
03/11/2011	Questionnaires sent to customers. Number sent: 25 Number Returned: 16 Analysis: Favorable: 2 Unfavorable: 6 No Opinion: 8
04/18/2011	Petition received. Number of signatures: 133 Concerns expressed: safety of the mail, mailing and delivery, money orders, contact mail stations, maximum service
05/03/2011	Congressional inquiry received: Yes Concerns expressed: closing of Ulman and petition
04/18/2011	Proposal and checklist sent to district for review.
04/07/2011	Government Relations and Retail Operations notified by district 15 days before the 60-day posting (PS Form 4920 attached).
04/18/2011	Proposal and invitation for comments posted and round-dated.
06/24/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable: 0 Unfavorable: 25 No Opinion: 0 28
None	Premature PRC appeal received. Concerns expressed: n/a
06/29/2011	Updated PS Form 4920 completed (if necessary).
07/01/2011	Certification of the official record.
07/01/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
07/09/2011	Headquarters logged in official record (option entry). Record returned to district for additional consideration. Record returned as not warranted.
07/11/2011	Final determination posted at affected office(s) and round-dated. Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
08/08/2011	Appeal to PRC received. PRC opinion received on appeal: Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No. Effective date:

Review Coordinator (person most familiar with the case):

SUE WANDERSEE
 Name/Title

SUE WANDERSEE
 District Post Office Review Coordinator

(314) 436-3645
 Telephone Number

(314) 436-3645
 Telephone Number



07/01/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Ulman Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Sue Wandersee, Post Office Review Coordinator, at (314) 436-3645 or Cynthia Bolles Manager Post Office Operations.

A handwritten signature in dark ink, appearing to read "D. Martin", written over a horizontal line.

DAVID MARTIN
DISTRICT MANAGER
1720 MARKET ST ROOM 3000
SAINT LOUIS, MO 63155-9900

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4J/P1385324.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, GREAT LAKES Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the ULMAN was received by 07/06/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20250-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 07/11/2011

Date of Removal: 08/12/2011

FINAL DETERMINATION TO CLOSE
THE ULMAN, MO POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1385324 - 65083

4. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
5. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.
- PURCHASING STAMPS BY MAIL**
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.
- PURCHASING POSTAL MONEY ORDERS**
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.
- SPECIAL SERVICES**
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.
- HOLDING MAIL**
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
6. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
7. **Concern:** Customers were concerned about senior citizens.
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
8. **Concern:** Customers were concerned about the limited hours of operation at the Post Office.

Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

7. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
8. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
9. **Concern:** Customers expressed concern about having to erect a rural mailbox
- Response:** The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from a whichever neighboring Post Office that is most convenient.
10. **Concern:** Customers expressed concerns about packages weighing more than 13 ounces.
- Response:** The customer expressed concerns about packages weighing more than 13 ounces. Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Items with meters or online postage will be accepted.
11. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
12. **Concern:** Customers wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they want
- Response:** The customer stated that you wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they wanted to purchase. Customers interested in the largest variety of stamps available from the Postal Service are encouraged to look online at usps.com or call 1-800-STAMP24 to place specific orders.
13. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis determines the number of window service hours at the post office.

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. **Concern:**

Customers expressed concern for loss of community identity.

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

5. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

6. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to Post Office to pick up their mail

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

7. **Concern:**

Customers were concerned about loss of employment in the community

Response:

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

8. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

9. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

10. **Concern:**

You were concerned about having to travel to another post office for service

VI. SUMMARY

This is the final determination to close the Ulman, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Brumley Post Office, located five miles away.

The postmaster retired on March 03, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ulman Post Office provided delivery and retail service to 19 PO Box or general delivery customers and 140 delivery route customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$44,855 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Ulman Post Office and Brumley Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Ulman Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Ulman Post Office and Brumley Post Office during normal office hours.



Dean J. Granholm
Vice President of Delivery and Post Office Operations

07/08/2011

Date



07/11/2011

OFFICER-IN-CHARGE/POSTMASTER
Ulman Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Ulman Post Office Final Determination
Docket No. 1385324 - 65083

Please post in the lobby the enclosed final determination to close the Ulman Post Office. The final determination must be posted in a prominent place from 07/11/2011 through close of business on 08/12/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 08/13/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (314) 436-3645.

Sincerely,

A handwritten signature in cursive script that reads "Sue Wandersee".

SUE WANDERSEE
POST OFFICE REVIEW COORDINATOR
1720 MARKET ST ROOM 3000
SAINT LOUIS, MO 63155-9900



Date of Posting: 07/11/2011

Date of Removal: 08/12/2011



FINAL DETERMINATION TO CLOSE
THE ULMAN, MO POST OFFICE
AND CONTINUE TO PROVIDE
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1385324 - 65083

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Ulman, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Brumley Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on March 03, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: declining postal needs in this community in addition to the vacant postmaster position. Other means of providing regular and effective service are available to the area. The office is heated with a space heater and there is no running water or restroom facilities.

The Ulman Post Office, an EAS-11 level, provides service from 7:30 a.m. to 11:30 a.m. and 12:00 p.m. to 3:45 p.m. Monday - Friday, 7:30 a.m. to 9:15 a.m. Saturday and lobby hours of 7:30 a.m. to 4:00 p.m. on Monday - Friday and 7:30 a.m. to 3:30 p.m. on Saturday to 19 post office box or general delivery customers and 140 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for 12 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$15,758 (41 revenue units) in FY 2008; \$15,505 (40 revenue units) in FY 2009; and \$9,538 (25 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 23, 2011, representatives from the Postal Service were available at the Ulman Post Office to answer questions and provide information to customers. 22 customer(s) attended the meeting.

On March 11, 2011, 25 questionnaires were distributed to delivery customers of the Ulman Post Office. Questionnaires were also available over the counter for retail customers at the Ulman Post Office. 16 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 6 unfavorable, and 8 expressed no opinion.

One congressional inquiry was received on May 03, 2011.

A petition supporting the retention of the Ulman Post Office was received on April 18, 2011, with 133 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Brumley Post Office, an EAS-13 level office. Window service hours at the Brumley Post Office are from 7:30 a.m. to 12:00 p.m. and 12:30 to 3:45 p.m., Monday through Friday, and 7:30 a.m. to 9:15 a.m. on Saturday. There are 45 post office boxes available.

The proposal to close the Ulman Post Office was posted with an invitation for comment at the Ulman Post Office and Brumley Post Office from April 18, 2011 to June 19, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customers asked why their post office was being discontinued while others were retained

Response: The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
2. **Concern:** Customers expressed concern about misdelivered mail

Response: The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
3. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery.

Response: Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

4. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
5. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.
- PURCHASING STAMPS BY MAIL**
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.
- PURCHASING POSTAL MONEY ORDERS**
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.
- SPECIAL SERVICES**
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.
- HOLDING MAIL**
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
6. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
7. **Concern:** Customers were concerned about senior citizens.
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
8. **Concern:** Customers were concerned about the limited hours of operation at the Post Office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for less hours of service per week. Carrier service will provide 24-hour access to the mail. Should workload increase, hours may increase as well.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
2. **Concern:** Customers expressed concern for loss of community identity.

Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers expressed concern over the dependability of rural route service.

Response: The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
4. **Concern:** Customers were concerned about a change of address.

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. If you are already using your 911 assigned address, there will be no change in your delivery. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
5. **Concern:** Customers were concerned about a change of address.

Response: The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
6. **Concern:** Customers were concerned about later delivery of mail.

Response: The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million.

Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

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| 7. | Concern: | Customers were concerned about obtaining accountable mail and large parcels |
| | Response: | The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live-over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party. |
| 8. | Concern: | You were concerned about having to travel to another post office for service |
| | Response: | The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. |
| 9. | Concern: | Customers expressed concern about having to erect a rural mailbox |
| | Response: | The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from a whichever neighboring Post Office that is most convenient. |
| 10. | Concern: | Customers expressed concerns about packages weighing more than 13 ounces. |
| | Response: | The customer expressed concerns about packages weighing more than 13 ounces. Mailpieces weighing more than 13 ounces bearing only postage stamps as postage, must be taken by the customer to an employee at the retail counter of a Post Office, Contract Postal Unit, or Approved Shipper location. Items with meters or online postage will be accepted. |
| 11. | Concern: | Customers questioned the economic savings of the proposed discontinuance |
| | Response: | The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings. |
| 12. | Concern: | Customers wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they want |
| | Response: | The customer stated that you wanted the post office to stay the same. Customers said that they wanted to be able to go into the post office to see which stamps they wanted to purchase. Customers interested in the largest variety of stamps available from the Postal Service are encouraged to look online at usps.com or call 1-800-STAMP24 to place specific orders. |
| 13. | Concern: | Customers were concerned about the limited hours of operation at the post office |
| | Response: | The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis determines the number of window service hours as the post office. |

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Ulman is an unincorporated community located in Miller County. The community is administered politically by Miller County. Police protection is provided by the Miller County Sheriff's Department. Fire protection is provided by the Brumley Volunteer Fire District. The community is comprised of Commuters and retirees and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Ulman Christian Church Ulman Baptist Church, Uncle Ron's Garage. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ulman Post Office will be available at the Brumley Post Office. Government forms normally provided by the Post Office will also be available at the Brumley Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers felt the post office should remain open since they paid taxes. |
| Response: | The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. |
| 2. Concern: | Customers were concerned about senior citizens. |
| Response: | The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. |
| 3. Concern: | Customers expressed concern for loss of community identity. |

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. **Concern:**

Customers expressed concern for loss of community identity.

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Post Office name in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

5. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

6. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to Post Office to pick up their mail

Response:

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7. **Concern:**

Customers were concerned about loss of employment in the community

Response:

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

8. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

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Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

10. **Concern:**

You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

11. Concern:

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on March 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 44,855 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 2,700</u>
Total Annual Costs	\$ 46,979
Less Annual Cost of Replacement Service	<u>- \$ 2,124</u>
Total Annual Savings	<u>\$ 44,855</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Ulman, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Brumley Post Office, located five miles away.

The postmaster retired on March 03, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ulman Post Office provided delivery and retail service to 19 PO Box or general delivery customers and 140 delivery route customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$44,855 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Ulman Post Office and Brumley Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Ulman Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Ulman Post Office and Brumley Post Office during normal office hours.



07/11/2011

Dean J. Granholm
Vice President of Delivery and Post Office Operations

Date: _____

Received

AUG 01 2011

July 25, 2011

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901 NEW YORK AVENUE NW SUITE 200
WASHINGTON, DC 20268-0001

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POSTAL REGULATORY
COMMISSION
OFFICE OF THE SECRETARY

The Postal Service has informed us of a decision to close our Post Office here in Ulman, MO. This action is being taken after meeting the provisions of the Postal Reorganization Act of 1970, and over our protestations.

We, the customers of the Ulman Post Office, rigorously protest this action, in view of the provision in the Postal Reorganization Act that calls for the Postal Service to provide a maximum degree of effective and regular postal service to rural areas, communities and small towns where the post office is not self-sustaining.

The Postal Service's decision to consolidate our post office with the Brumley Post Office is being done over our objections. We will no longer have a postmaster to whom we can take our problems, complaints and compliments. We will be directed to a distant postmaster; we will have to drive about 7 miles one way to this office to do our postal business. Their hours of service are not conducive to the needs of our community.

If we have to rely on rural delivery, we see inconveniences in purchasing stamps, money orders, etc. We will have to know the exact time of the delivery to our box and have the exact amount of money. If we have to make an application for said services, we will be leaving cash in our boxes and that is not acceptable. There is also a concern for receipt of accountable mail, such as certified letters, registered letters and COD.s. During the winter, snow removal from the boxes is a concern for much of our community; we have several older patrons for which this would be a big problem.

It was stated that this closing would save the Postal Service several thousand dollars(Postmaster's salary, rental, etc.) This is not entirely true, somebody will have to be paid for the additional workload of delivery to the entire community the rental and other expenses were miniscule to the overall budget of the post office. It was also stated that the current building was heated by space heaters and this is false! There is a propane wall furnace that has sufficiently heated this building for the past fifty years.

We cannot see any major savings to the Postal Service for the consolidation. As citizens of the United States, we are entitled to the same efficient postal service provided to our counterparts in urban areas. The Postal Reorganization Act is explicit in pointing this out. We petition you,

Ulman Post Office Petition

	Date	Name	Phone Number	Address
1	4/8/11	Peggy Myers		16
2	4/8/11	Jason Keith		
3	4/9/11	Christy Myers		
4	4/9/11	Christy Sprigg		
5	4/11/11	Bong Sprigg		
6	4/11/11	John Sprigg		
7	4/11/11	Alina Sprigg		
8	4/11/11	Bong Sprigg		
9	4/11/11	Bong Sprigg		
10	4/12/11	John Sprigg		
11	4/12/11	LINDY BOX		
12	4/12/11	John Sprigg		
13	4/12/11	Bong Sprigg		
14	4/12/11	Bong Sprigg		
15	4/12/11	Bong Sprigg		
16	4-12-11	John Sprigg		
17	4-12-11	John Sprigg		
18	4-12-11	DENNIS PATTERSON		
19	4-12-11	John Sprigg		
20	4-12	Bong Sprigg		
21	4-12	John Sprigg		
22	4-12	Bong Sprigg		
23	4-12	Bong Sprigg		
24	4-12	Bong Sprigg		
25	4-12	Bong Sprigg		
26	4/12	Bong Sprigg		
27	4/12	Bong Sprigg		
28	4/12	Bong Sprigg		
29	4/12	Bong Sprigg		
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31	4/12	Bong Sprigg		
32	4/12	Bong Sprigg		
33	4/12	Bong Sprigg		
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Ulman Post Office Petition

	Date	Name	Phone Number	Address
1	4/8/11	Kenneth Carico		
2	4/8/11	Marilyn Carico		
3	4-10-11	Darin Carico		
4	4-10-11	Malissa Carico		
5	4-10-11	EARL JOHNSON		
6	4-10-11	PATTI JOHNSON		
7	4-10-11	MINKIE JOHNSON		
8	4-10-11	RICK JOHNSON		
9	4-10-11	Laura Patterson		
10	4-10-11	Daniel Patterson		
11	4/10/11	William Librant		
12	4-10-11	DARIN HILTON		
13	4-11-11	Durward Rodgers		
14	4-11-11	Jane Rodgers		
15	4-11-11	Katie Smith		
16	4/11/11	SHAWN WILSON		
17	4/11/11	Brian Parker		
18	4/11/11	Clayton Dudley		
19	4/11/11	William O. Parker		
20	4/11/11	David Parker		
21	4/11/11	Brenda Parker		
22	4/11/11	Bell Parker		
23	4/11/11	Tom Parker		
24	4/11/11	Donna Parker		
25	4/11/11	Kerry Patterson		
26	4/11/11	John Parker		
27	4/11/11	Shirley Patterson		
28	4/11/11	Lauren Cole		
29	4/11/11	Ray Parker		
30	4-11-11	Wanda Parker		
31	4-11-11	Jean Patterson		
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Uiman Post Office Petition

	Date	Name	Phone Number	Address
1	4-13-11	DONALD D. PATTERSON		
2	4-13-11	MARION A. PATTERSON		
3	4-13-11	MORGAN L. KEITH		
4	4-13-11	JOHN A. MASSIE		
5	4-13-11	ROCK MASSIE		
6	4-13-11	JOY THOMAS		
7	4-13-11	RALPH THOMAS		
8	4-13-11	GRETCHEN HAYK		
9	4-13-11	FRANKLIN J. LARSEN		
10	4-13-11	JOHN B. J.		
11	4-13-11	CRISTAL NIUNOZ		
12	4-13-11	MARCO RUSSELL		
13	4-13-11	MARY RUSSELL		
14	4-13-11	SERENA LARSEN		
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